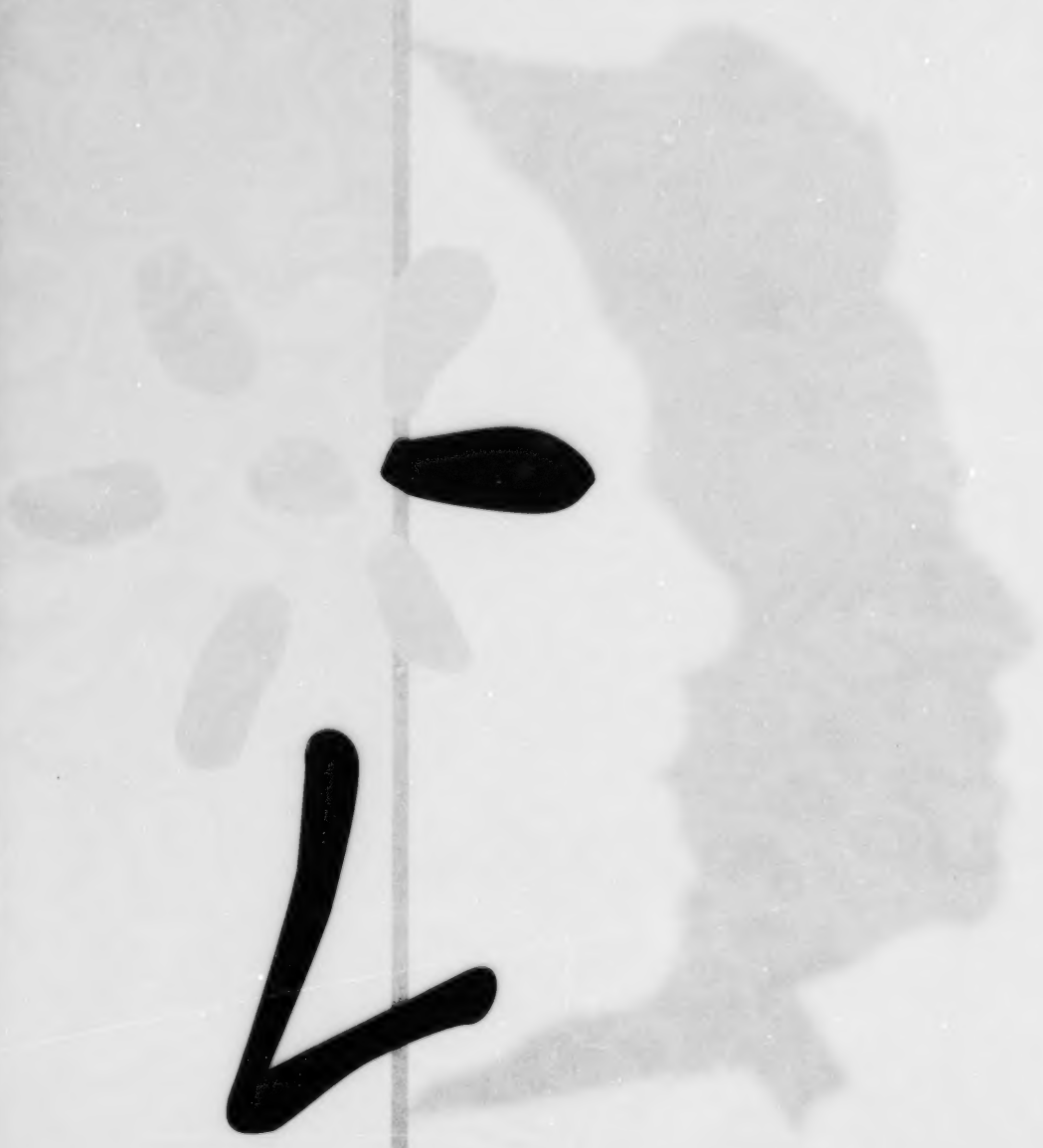
Health Canada Santé Canada

# Prevention of the Abuse of Seniors — Canadian Training Guides



Canada

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# Prevention of the Abuse of Seniors — Canadian Training Guides

Our mission is to help the people of Canada
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***Prevention of the Abuse of Seniors — Canadian Training Guides*** was prepared by **Kelly Gorkoff, Dr. Jocelyn Proulx** and **Brenda Comaskey** for the Family Violence Prevention Unit, Health Canada.

Également en français sous le titre ***La prévention des mauvais traitements des aînés : Guides de formation canadiens***

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Web Site: http://www.hc-sc.gc.ca/nc-cn

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# Introduction

## BACKGROUND

The purpose of this research project is to scan the resources currently used in Canada to train health care professionals and front-line workers in the detection, intervention, and prevention of abuse of the elderly. This report gives descriptions of training resource manuals currently available in this field across Canada.

The Manitoba Research Centre on Family Violence and Violence Against Women was contracted by Health Canada to conduct the study. Research was conducted in consultation with Gloria Dixon of the Elder Abuse Resource Centre, Age and Opportunity in Winnipeg.

## METHOD

A list of contact people was developed for each province and territory. This preliminary list was developed from provincial/territorial phone books and through consultation with the Elder Abuse Resource Centre, Age and Opportunity in Winnipeg; and Dr. Laura Taylor of the Department of Social Work, University of Manitoba.

The list included contacts within four main groups: government agencies responsible for health and programs dealing with seniors; academic contacts at universities and centres of research; community organizations that work with seniors and advocate for them; and front-line organizations that work daily with seniors. The list was expanded based on additional resources and resource persons given by contacts from the preliminary list.

Phone interviews were conducted with people on the list. Three attempts were made to contact someone at each organization. Interviewees were categorized into two groups: individuals and organizations involved in the production of resource training manuals and users of manuals.

## OVERVIEW OF TRAINING MANUALS IN CANADA

A variety of agencies, government offices, and academic institutions that work with or specialize in issues of the elderly were contacted across Canada. While the focus of the study was on training manuals for health care professionals and service providers who deal regularly with seniors, we found that the scope of the manuals included in this report move beyond simply training manuals.

We include workbooks, resource guides, information on running your own workshop on elder abuse, intervention guides, handbooks for service providers, and information on developing protocols. All these types of information packages are included because they are used by agencies employing health care professionals and service providers to educate and inform their workers. Some agencies indicated that because they had a small number of employees, they found it more appropriate to have a good resource guide for consultation purposes than to offer a larger scale training session. Some agencies also indicated that they have sent workers to outside groups for in-service days or educational sessions.

## Description of Resources and Language Availability

Sixty-six descriptions of manuals are included in this report. With the exception of the Yukon and Northwest Territories, every province in Canada has produced some form of training or education package on elder abuse. Thirty-six percent (n=24) of the manuals outlined in the report were funded internally while the remaining 63% (n=42) were funded by provincial or national government organizations, or some other external funding source.

The resources vary from large-scale, highly funded projects to small-scale, in-house workshops. Forty-six percent (n=31) of the manuals include definitions of elder abuse and a discussion of the different types of abuse, such as psychological, physical, sexual, emotional, and financial abuse. Forty-five percent (n=30) of the manuals offer information on identifying abuse and examine signs of abuse and/or risk factors. Fifteen percent (n=10) discuss theories of abuse and 9% (n=6) examine issues about the abuser. Information on intervention is presented in 59% (n=39) of the manuals. Twenty-seven percent (n=18) include lists of local resources. Thirty-one percent (n=21) include discussions on how agencies can develop proper protocols and policies to intervene in cases of elder abuse. The same number talk about legal issues relating to reporting abuse. Twenty-five percent (n=17) discuss strategies for prevention. Fifteen of the manuals are supported by videos and there are five video-only training tapes. One of the resources described is a set of theatrical presentations followed by a panel discussion on elder abuse. In addition, one workshop made use of theatrical presentations in its workshop. Eleven of the manuals are speakers guides or workshop guides explaining and outlining steps to giving presentations about elder abuse, one of which is specific to fraud/financial abuse. Four of the manuals are guidelines for facilitators of peer support groups for abused seniors.

The majority of manuals, 63% (n=42), are available in English only. Thirty-three percent (n=22) are also available in French. One manual is available in French only. One peer training manual was available only in Portuguese, but was being translated into English.

## Dissemination and Communication Plans

The producers publicized the manuals in a variety of ways. Communication depended on how the manuals were written, who the intended audience was, and whether funding for a dissemination plan was included in the initial funding proposal.

Thirty-six (n=24) percent of the manuals were advertised or sent to agencies within the province in which it was developed. Twenty-four percent (n=16) were advertised outside the provinces of production. Only 5% indicated that they used the media to advertise and 13% indicated that they advertised in professional journals and at conferences. Twenty-one percent (n=14) indicated that they offered workshops, locally and nationally, based on the manuals they produced. Fifteen percent (n=10) of the manuals were produced for in-house purposes only; that is, for training of the agency staff. Forty percent (n=27) of the manuals are currently available for purchase.

## Use of Training/Resource Manuals

The manuals listed were used in numerous ways. Some incorporated large-scale training sessions for their employees and employees from other agencies. Some offered workshops, in-service days, and lunch-and-learn sessions. Some agencies took part in Train-the-Trainer sessions and returned to their workplace to offer workshops at their own agency or to act as a resource person. The majority of manuals are used by agencies as a library resource.

## Evaluations

Fifty-four percent (n=36) of the manuals were never formally evaluated. Only six (9%) of the producers undertook comprehensive evaluations of their training package. Some evaluations are still ongoing (n=5 or 8%). Two of the manuals reviewed were revised based on external review and evaluation. For most manuals, a one-page evaluation sheet was completed by participants at workshops, Train-the-Trainer and in-service sessions. Most of this data have not been compiled into any documentation. In addition, no long-term evaluations examining how the training impacted workers in their work after receiving the training were conducted.

**NOTE:** ***On the Internet, you can consult the Senior Policies and Programs Database (SPPD) of which seniors are the primary beneficiaries. It was developed and is maintained by federal, provincial, and territorial governments. Its Web address is:*** **http://www.sppd.gc.ca**

# INVENTORY RESOURCE/TRAINING MANUALS

## NEWFOUNDLAND

### St. John's

The Role of Registered Nurses in Abuse and Neglect

Toward an Abuse Free System: A Framework for Preventing and Responding to Abuse in the Health Care System

Elder Abuse

The Speakers Bureau Training Manual

## PRINCE EDWARD ISLAND

### Charlottetown

Learning Today for a Better Tomorrow: A Handbook on Elder Abuse

Adult Protection/Elder Abuse Training Package

Adult Protection Manual

## NOVA SCOTIA

### Halifax

Adult Abuse Protocol

Family Violence Protocol

Battered and Betrayed: Facing Up to Abuse of the Elderly in Nova Scotia

Elder Abuse Procedures Manual for a Coordinated Response to Abuse of the Elderly in Nova Scotia

## NEW BRUNSWICK

### Fredericton

Elder Abuse Kit

Healthy Active Living for Older Adults

## Multi-Site

Adult Victims of Abuse: Protocol

## QUEBEC

### Montreal

Not in Our Community: Preventing the Mistreatment of Seniors

Working with Mistreated Seniors from Ethnocultural Communities and Their Families: A Guide for Service Providers

Building Bridges

A Working Manual for Public Presentations on the Subject of Elder Abuse

### Rimouski

Training Educational and Awareness-Raising Programs (Formation, Programmes éducatifs et de Sensibilisation)

## ONTARIO

### Niagara

Protocol: Elder Abuse in the Community

Quick Reference: Helping the Victims of Elder Abuse
Elder Abuse: What You Need to Know
Elder Abuse: Working Toward a Life Without Abuse

### Ottawa

Responding to Family Violence: Home Support Canada

Responding to Elder Abuse: A Guide for the Development of Agency Protocols for the Home Care and Community Support Sector

Elder Abuse Prevention and You: A Handbook for Home Care Workers

Elder Abuse: A Portrait

Abuse and Neglect of Older Adults: An Education Module for Community Nurses

Community Action Resource Kit

Elder Abuse Resource and Intervention Guide

### Markham

Preventing and Managing Abuse and Aggression in Long Term Care

### Kingston

Elder Abuse Workshop Educational Training Manual for Seniors

### Toronto

A Speakers Guide to the ABCs of Fraud

Peer Training Manual

C.A.N.E.S: Central and Northern Etobicoke Home Support Services

Elder Abuse Resource Manual

Elder Abuse: Discovering the Truth
Elder Abuse: Protecting Our Home

Elder Abuse: An Age Old Secret

Living with Dignity: A Guide for Long Term Care Facilities

Elder Abuse Agency Guidelines

Elder Abuse: Awareness Manual

When Seniors Are Abused: A Guide to Intervention

Elder Abuse: A Practical Handbook for Service Providers

Institutional Abuse: Everyone's Responsibility

### Windsor

Abuse and Neglect of Older Adults: A Collection of Educational Resource Materials

### Waterloo

Elder Abuse Workshop

### Hamilton

Abuse and Neglect of Seniors: Manual and Protocol

### Mississauga

Adult Mistreatment Guidelines for Peel Health Department Staff: Detection, Assessment and Intervention

### London

Elder Abuse and Neglect

## MANITOBA

### Winnipeg

Peer Support Volunteer Training Manual: Trainer's Manual

Abuse of the Elderly: A Guide for the Development of Protocols

Abuse of the Elderly: A Manual for the Development of Multidisciplinary Teams

### Selkirk

Understanding and Counselling the Abused Older Person

Shelter Support Groups for Abused Older Women

Interdisciplinary Perspectives: Interventions for Older Victims of Abuse

## SASKATCHEWAN

### Regina

Elder Abuse Awareness Module: A Multidisciplinary Training Manual

### Saskatoon

Protocol for Responding to the Abuse of the Elderly

### Multi-Site

Institutional Abuse Prevention Training Manual: Working to Establish Dignity for All

## ALBERTA

### Calgary

Golden Years—Hidden Fears: A Handbook for Front Line Helpers Working with Seniors

### Edmonton

Care West Abuse Awareness Manual

### Lethbridge

Elder Abuse Education Project: A Teaching Kit on Elder Abuse

## BRITISH COLUMBIA

### Victoria

A Guide to Enhancing Services for Abused Old Canadians

Connecting: Developing Community Response Networks

Connecting: A Handbook on Abuse of the Elderly

Guide to Legal Issues in Elder Abuse Intervention

### Vancouver

Ask the Question: A Resource Manual on Elder Abuse for Health Care Personnel

### Multi-Site

Abuse Prevention in Long Term Care

Resource and Training Kit for Service Providers: Abuse and Neglect of Older Adults

# NEWFOUNDLAND — St. John's



THE ROLE OF REGISTERED NURSES IN ABUSE AND NEGLECT

## Produced by:

Association of Registered Nurses Newfoundland
55 Military Road
P.O. Box 6116, Station C
St. John's, NF
A1C 5X8
Phone: (709) 753–0124
Fax: (709) 753–4940
Contact: Colleen Kelly, Nursing Consultant, Education

## Date produced:

1990

## Funded by:

Association of Registered Nurses Newfoundland

## Description:

The Mount Cashel abuse disclosures increased awareness of child abuse. Guidelines were developed for nurses to deal with abuse and this extended across the life span to include elder abuse. It was determined that written reference material was needed for assessment and intervention specific to elder abuse and a chapter was written. The chapter covers reporting responsibilities, care, indicators of abuse, and legal implications. The guide was produced for registered nurses and other relevant nursing populations.

## Language:

English

## Communication plan:

The manual was sent to every agency with registered nurses in Newfoundland (complementary), and it is to be appended to the Association of Registered Nurses Newfoundland manual with schools of nursing or other health programs.

## Evaluations:

None

## Organizations that used it:

The manual is distributed to the Association's members. Workshops and education sessions are conducted with nursing students and the Association's members. Partners in the project include medical schools, social workers, and psychologists.

## TOWARD AN ABUSE FREE SYSTEM: A Framework for Preventing and Responding to Abuse in the Health Care System

### Produced by:

Newfoundland and Labrador Health
Community Services Association
Beclin Building
1118 Topsail Road
P.O. Box 8234
St. John's, NF
A1B 3N4
Phone: (709) 364–7701
Fax: (709) 364–6460
Contact: John Peddle

The Steering Committee comprised approximately 25 members from health care and the community.

### Date produced:

1996

### Funded by:

Newfoundland and Labrador Health Care Association

### Description:

The guide is designed to provide agencies and organizations with guidelines for developing protocols. It was determined that a comprehensive guide was needed to increase awareness of abuse.

The manual deals with the abuse of patients in acute care, clients in the community, and residents in long-term care facilities. The manual includes an inventory of resources and a discussion of zero tolerance. It presents an integrated prevention program.

Key terms are defined, debriefing procedures are covered, and the designated abuse officer/team is presented. Guidelines for home visits are included. A crisis escalation/intervention model is proposed along with education modules. An incident report form is enclosed with the manual.

This manual is an updated version of a 1988 manual, *Abuse of People*, produced by the Newfoundland and Labrador Health Care Association. It is intended for health boards and their staff (all health care professionals, non-professionals, and volunteers).

### Language:

English

### Communication plan:

The manual was distributed through the Newfoundland and Labrador Health Care Association. A memorandum was sent to all CEOs and health boards notifying them that the manual was available. Marketing for the manual was conducted across the country. It is available to institutions for $53.50, including taxes.

### Evaluations:

Evaluations were done on the training modules, but none were done formally.

## Organizations that used it:

1. Newfoundland and Labrador
   Health Community Services Association
   Beclin Building, Topsail Road
   Station A
   St. John's, NF
   A1B 3N4
   Phone: (709) 364–7701
   Fax: (709) 364–6460
   Contact: John Peddle, Newfoundland and Labrador Health Community Services Association

The NLHCA has conducted Train-the-Trainer workshops on the manual and the training modules.

2. Department of Health
   West Block Confederation Building
   P.O. Box 8700
   St. John's, NF
   A1B 4J6
   Phone: (709) 729–3658
   Fax: (709) 729–5824
   Contact: Joy Madigan, Director, Policy Development of Health and Community Services, Department of Health

The Department of Health is under the provincial government of Newfoundland and Labrador.

3. Health and Community Services
   St. John's Region
   P.O. Box 13122
   Station A
   St. John's, NF
   A1B 4A4
   Phone: (709) 738–4928
   Fax: (709) 738–4958
   Contact: Doris Hancock

It is used as a guide for the development of policy, and in Train-the-Trainer workshops for professional staff in community health.

The department piloted the community section of the manual and some staff were involved in its production with the Newfoundland and Labrador Health Care Association. Training of other staff by the professional staff who attended the workshops is pending further funding.

4. New Brunswick Association of Nursing Homes
   197 Main Street
   Fredericton, NB
   E3A 1E1
   Phone: (506) 460–6262
   Fax: (506) 460–6253
   Contact: Rachel Clair, Executive Director

The producers of the manual contacted the Association and offered a copy. It is used as a resource for the Association.

## TOWARD AN ABUSE FREE SYSTEM: A Framework for Preventing and Responding to Abuse in the Health Care System (cont.)

5. Nova Scotia Gerontological Nurses Association
Northwood Care Incorporated
2615 Northwood Terrace
Halifax, NS
B3K 3S5
Phone: (902) 827–4162
Fax: (902) 455–5834
Contact: Mary Ritchie

The manual was received from the Government of Nova Scotia and is used as a reference.

6. J. W. Crane Memorial Library Deer Lodge Centre
2109 Portage Avenue
Winnipeg, MB
R3J 0L3
Phone: (204) 831–2152
Fax: (204) 888–1805
Contact: Judy Inglis

The J. W. Crane Memorial Library is housed in Deer Lodge Centre, a long-term care facility in Winnipeg. The library serves as a resource centre for Deer Lodge, Riverview Health Centre (Winnipeg) and nursing homes across Manitoba. The manual is part of the library's collection and was ordered through the producer.

## ELDER ABUSE

### Produced by:
Helping Hand Home Care Services
189 Le Marchant Road
P.O. Box 301
Mount Pearl, NF
A1N 2C3
Phone: (709) 754–3395
Fax: (709) 754–3398
Contact: Dorothy Bailey, Director, Helping Hand Home Care Services

### Date produced:
1995

### Funded by:
Helping Hand Home Care Services

### Description:
This is a 15-page training module for all staff at Helping Hand Home Care Services. The module covers information, statistics, protocols, and reporting of elder abuse.

### Language:
English

### Communication plan:
Used for in-house training.

### Evaluations:
None

### Organizations that used it:
Not known.

## THE SPEAKERS BUREAU TRAINING MANUAL

### Produced by:

Volunteer Speakers Bureau, Seniors
Resource Centre
120 Torbay Road, Suite W240
St. John's, NF
A1A 2G8
Phone: (709) 737–2333
Fax: (709) 737–3717
Contact: Rosemary Lester, Executive Director

### Date produced:

1997

### Funded by:

New Horizons, Health Canada

### Description:

The manual is intended to train seniors in the community who wish to speak to others about elder abuse. The Speakers Program is one of many offered to enhance the well-being and independence of seniors. It was designed for the volunteers at the Speakers Bureau, but outside organizations have expressed interest. The package is a training manual and video with five 2-hour sessions for senior volunteer speakers. The manual covers types of abuse, legislation, portrait of the abuser, intervention and prevention.

### Language:

English

### Communication plan:

The manual was intended for internal use by the Speakers Bureau for volunteer training. It was distributed by Health Canada to each of its provincial/territorial offices. There is no advertising campaign for the manual.

### Evaluations:

None

### Organizations that used it:

Not known.

# PRINCE EDWARD ISLAND — Charlottetown

## LEARNING TODAY FOR A BETTER TOMORROW: A Handbook About Elder Abuse

### Produced by:
PEI Association of Social Workers

### Date produced:
1991

### Funded by:
Senior's Independence Program, Health and Welfare Canada

### Description:
The manual was produced in an attempt to increase public awareness and understanding of the issues facing older Canadians. The manual was produced for any staff and volunteers working with the elderly. Another manual, *You the Caregiver: A Handbook on Caring for the Elderly*, and a video, "Elders Ourselves," were produced by the Association the same year. The manual includes cases for discussion, definitions of the types of elder abuse, the causes of elder abuse, and information on the *Adult Protection Act*. Other resources are included in the manual such as contact information for police, victim services, power of attorney, public trustee, home care and support, legal information, and a seniors information line. The final chapter deals with preventing elder abuse.

### Language:
English

### Communication plan:
Five-hundred copies of both handbooks were distributed to nursing homes, community care facilities, gerontology associations, and others working with older persons in the province. Copies were sent to organizations in other provinces that worked in the areas of adult protection and family violence.

A book launch took place, newspaper articles were written, and television coverage was provided through CBC and local networks. The handbooks were also promoted through local workshops and seminars for affiliated professions (e.g., nursing, social workers, medical staff).

### Evaluations:
None

### Organizations that used it:
1. Adult Protection Program
   Department of Health and Social Services
   16 Garfield Street
   P.O. Box 2000
   Charlottetown, PE
   C1A 7N8
   Phone: (902) 368–6182
   Fax: (902) 368–6136
   Contact: Lyly Ann Dixon, Adult Protection Consultant

## ADULT PROTECTION/ELDER ABUSE TRAINING PACKAGE

### Produced by:

Home Care and Support, Queen's Region
200 Beach Grove Road
P.O. Box 2000
Charlottetown, PE
C1A 7N8
Phone: (902) 368–5784
Fax: (902) 368–4858
Contact: Shelley Cudmore, Adult Protection Coordinator

### Date produced:

1996

### Funded by:

Not funded. Compiled by Shelley Cudmore and Mary Mackenzie as part of internal work.

### Description:

The training package is a compilation of materials used in training sessions with staff in Home Care and Support (home support workers, nursing, community support, occupational therapists, long-term placement staff). The material includes an awareness quiz, definitions of elder abuse, types of elder abuse, results of a national study, Queen's Region statistics, profiles of abusers and the abused, and causes and indicators of elder abuse. Overhead transparencies are used throughout the presentations. The video "A House Divided" is shown, followed by a discussion. The training ends with an opportunity for participants to offer comments and feedback.

### Language:

English

### Communication plan:

The package is used to train staff over four days (2-hour sessions). At present, the training is internal to the department. Some of the material from the training package is used for presentations in the community on elder abuse.

### Evaluations:

None

### Organizations that used it:

Not known.

## Produced by:

Adult Protection Program
Department of Health and Social Services
P.O. Box 2000
16 Garfield Street
Charlottetown, PE
C1A 7N8
Phone: (902) 368–6182
Fax: (902) 368–6136
Contact: Lyly Ann Dixon, Adult Protection Consultant

## Date produced:

1998

## Funded by:

Department of Health and Social Services, P.E.I.

## Description:

The manual is being produced for adult protection workers in Prince Edward Island. Staff have received training in the area, but it was determined that a reference manual would be useful. The manual covers legislative authority, policies and procedures, guidelines for protocols, casework guidelines, court orders and administrative standards. Feedback and comments from staff were sought for earlier drafts. The manual explains how to apply the *Adult Protection Act* in easy-to-use terms.

## Language:

English

## Communication plan:

The manual is a companion piece to training already given to all adult protection workers in the department. The manual will be distributed to staff at training sessions.

## Evaluations:

None

## Organizations that used it:

Not known.

# NOVA SCOTIA — Halifax

ADULT ABUSE PROTOCOL



## Produced by:

Department of Health, Home Care
Halifax Department of Community Services
Adult Protection Services
P.O. Box 696
Halifax, NS
B3J 2T7
Phone: (902) 424–0932
Fax: (902) 424–0721
Contact: Rob Turnbull, Coordinator in Adult Protection

## Date produced:

1998

## Funded by:

Nova Scotia provincial government

## Description:

The manual was constructed for the use of home care staff across the province. It was produced to educate home care staff on abuse of seniors and vulnerable adults. The staff at the Department of Health both in Halifax and regional offices, and home support workers were the original audience for this manual.

Indicators of different types of abuse and protection measures are presented. For each type of abuse, the proper follow-up protocol to identification is covered. To assist in this plan, local agency and resource centre numbers are given.

## Language:

English

## Communication plan:

The manual will be distributed to all home care staff and adult protection staff in regional offices across the province. The Department of Health in Halifax (contact Leslie Mitchell at (902) 424–7265) will make copies available on request.

## Evaluations:

None

## Organizations that used it:

The Department of Health will use the manual to train new staff and re-acquaint existing staff with abuse policy. All levels of staff are targeted.

The manual is used by the Department of Community Services as a reference for policy and for proper referral.

## FAMILY VIOLENCE PROTOCOL

### Produced by:

Department of Housing
Department of Community Services, Adult Protection Services
P.O. Box 696
Halifax, NS
B3J 2T7
Phone: (902) 424–0932
Fax: (902) 424–0721
Contact: Rob Turnbull, Coordinator in Adult Protection

### Date produced:

1997

### Funded by:

Nova Scotia government

### Description:

The Department of Housing recently held training sessions in every housing authority in the province; these sessions resulted in the current manual. It covers the detection of child abuse, woman abuse, and elder abuse through descriptions of indicators. The proper follow-up protocol when abuse is identified is discussed. To assist in this plan, local agency and resource centre numbers are given.

The manual was prepared to educate personnel at the Department of Housing, including all regional offices of the Department.

### Language:

English

### Communication plan:

The manual will be distributed to all regional housing authorities. The Department of Housing in Halifax (contact: Mr Jim Graham, Manager, Department of Housing and Consumer Affairs at (902) 424–3224) will make copies available on request.

### Evaluations:

None

### Organizations that used it:

The manual is currently being used by the Department of Housing to train new staff and re-acquaint existing staff with the abuse policy. All levels of staff are targeted, including, for example, maintenance workers.

The Department of Community Services uses the manual as a reference for policy and for proper referral.

## BATTERED AND BETRAYED: Facing Up to Abuse of the Elderly in Nova Scotia

### Produced by:
Canadian Pensioners Concerned, Nova Scotia
Suite 305, Starlight Gallery
Bayers Road Shopping Centre
Halifax, NS
B3L 2C2
Phone: (902) 455–7684
Fax: (902) 455–1825
Contact: Joan Lay

### Date produced:
1994

### Funded by:
Health Canada, New Horizons Program

### Description:
The manual resulted from an awareness-raising project. Workers from Canadian Pensioners Concerned, Nova Scotia spoke to groups of seniors about abuse in an effort to increase awareness and vigilance. The incidence of abuse disclosures indicated the need for further work. The manual was prepared as an information guide and the basis for workshops on elder abuse. Its purpose is to inform the elderly about what to do when cases of abuse occur.

The manual is made up of two sections. The first covers factual information about abuse, such as definitions of abuse and the different types of abuse experienced by senior populations. Examples of abuse are given in the form of brief scenarios. The second focuses on what to do if you discover abuse. There is resource information in the form of books, articles, and local agencies dealing with abuse of the elderly that explain to whom the abuse should be reported and that provide a listing of seniors services in Nova Scotia.

The manual is presented in a basic form with common language that makes it accessible to anyone. It was intended for anyone who wants more information about how to address disclosures of abuse and/or give workshops on response to elder abuse.

### Language:
English

### Communication plan:
The book launch was publicized on radio and television, and in newspapers. Information about the manual was sent to local and federal government offices. The manual is displayed at seniors events. Copies are available upon request from Canadian Pensioners Concerned, Nova Scotia.

### Evaluations:
Evaluations of the workshops conducted through the original project and of the subsequent manual have been positive. There is evidence that it has been well received by the community.

### Organizations that used it:
1. Department of Gerontology
   Mount St. Vincent University
   166 Bedford Highway
   Halifax, NS
   B3M 2J6
   Phone: (902) 457–6466
   Fax: (902) 457–6455
   Contact: Janice Keith, Chair of Department

The Department used the manual as a resource for courses that were taught by the department chair. A copy of the manual was obtained through work done with the Canadian Pensioners Concerned, Nova Scotia.

## ELDER ABUSE PROCEDURES MANUAL FOR A COORDINATED RESPONSE TO ABUSE OF THE ELDERLY IN NOVA SCOTIA

### Produced by:

Family Violence Prevention Initiative
5182 Prince Street, 1st Floor
Halifax, NS
B3J 2T7
Phone: (902) 424–2079
Fax: (902) 424–0428
Contact: Carolyn Marshall, Coordinator

### Date produced:

1998 (final revision)

### Funded by:

Family Violence Prevention Initiative, Nova Scotia

### Description:

The need for a standardized multidisciplinary approach was identified through the formation of a multi-departmental government/community partnership. The need for professional training and protocol guidelines resulted in the development of this manual. Its intent is to provide a coordinated service to elder abuse victims by identifying the roles and responsibilities of the various individuals and departments in contact with issues of elder abuse. The manual is intended for service providers, home care workers, and individuals within various social service departments such as the Housing Authority.

The manual considers the various indicators of different types of abuse, including physical abuse, neglect, psychological abuse, and financial abuse of the elderly. Procedures for investigating and managing abuse cases are presented along with local resources for assisting with cases of abuse and abuse victims. Intervention, principles of response and working with victims are covered as well. Characteristics of caregivers and profiles of abusers are outlined.

Causal links between abuse and various personal and social factors are made. Preparation for court and dealing with disclosures are also part of this manual.

### Language:

English

### Communication plan:

The manual will be sent to RCMP branches within Nova Scotia, the staff of Adult Protection Services in Nova Scotia, the staff at the Department of Community Services, and seniors organizations. Copies are available through the offices of the Family Violence Prevention Initiative (call Sue Cummings at (902) 424–2079).

### Evaluations:

None

### Organizations that used it:

Not known.

# NEW BRUNSWICK — Fredericton

## ELDER ABUSE KIT

### Produced by:
Third Age Centre
St. Thomas University
845 Montgomery Street
Fredericton, NB
E3B 5G3
Phone: (506) 452–0526
Fax: (506) 452–0547
Contact: Sheelaw Laidlaw

### Date produced:
1995

### Funded by:
Seniors Independence Program

### Description:
This manual is structured for presentations on the topic of abuse of the elderly. It was felt that there were not many manuals pertaining to elder abuse at the time; therefore, this manual was produced for local volunteers and centre workers.

### Language:
English

### Communication plan:
Centre members and community people were invited to a training program that introduced and used the manual. Notices, newsletters, and the local media were used to publicize its availability through the Centre. The manual is not sent to other individuals or organizations; it can only be borrowed from the Centre.

### Evaluations:
None

### Organizations that used it:
It is currently being used by Third Age Centre to conduct presentations.

## HEALTHY ACTIVE LIVING FOR OLDER ADULTS

### Produced by:
Department of Health and Community Services and Department of Municipalities, Culture and Housing
300 St. Mary Street
Fredericton, NB
E3B 5G4
Phone: (506) 453–3193
Fax: (506) 447–4991
Contact: Allan Bard

### Date produced:
1993

### Funded by:
New Brunswick Provincial Government Health Alliance ParticipAction

### Description:
The project began with an awareness by the provincial government of the overuse of

prescription drugs by the elderly. This program began by trying to address this issue and was broadened to encompass healthier living for seniors.

This manual is based on seniors educating seniors in areas of stress management, assertiveness training, healthy choices, wise use of medications, healthy eating, and physical activity. Abuse is discussed within these areas. There are two components: a) Edukit 1 is the operation manual that covers the aging process and the concerns of the elderly; b) Edukit 2 covers key concepts, suggested solutions, and instructions on healthier living. Videos and resources from the producing departments are available for use with the manual.

The manual was intended for the use of senior volunteers educating seniors at risk.

## Language:

English and French

## Communication plan:

This manual was not distributed. It is intended only for local senior volunteers.

## Evaluations:

Basic evaluations of the number of seniors reached (approximately 25 000) have been conducted. In addition, standardized questionnaires assessing lifestyle change and information recalled have been given to seniors taking part in the workshops. The results have been very positive, with indications of lifestyle change and information remembered. These evaluations were conducted in 1997.

## Organizations that used it:

The departments that produced the manual have used it to instruct and conduct workshops with their senior volunteers. Presentations of the manual are conducted and evaluation results are compiled as well.

# NEW BRUNSWICK — Multi-Site

ADULT VICTIMS OF ABUSE: Protocol

## Produced by:

New Brunswick Department of Health and Community Services Support and Maintenance Unit
P.O. Box 5100
4th Floor
Carleton Place
Fredericton, NB
E3B 5G8
Phone: (506) 453–3622
Fax: (506) 453–2082
Contact: Dick Quigg

## Date produced:

March 1998

## Funded by:

Department of Health and Community Services, New Brunswick

## Language:

French and English

## Description:

The Interdepartmental Committee on Family Violence completed a project that constructed a framework of how to address violence. Three primary areas of concern were identified; one of these areas was abuse of the elderly. The manual stemmed from the committee's desire to learn about elder abuse and respond to this type of violence. For each department on the committee, a clear delineation of responsibility in issues of elder abuse was required.

This manual constitutes an interdepartmental protocol in elder abuse. It covers the signs and detection of abuse, and the proper response to incidence of abuse.

## Communication plan:

All committee members and departments were given a copy.

## Evaluations:

None

## Organizations that used it:

Not known.

# QUEBEC — Montreal

## NOT IN OUR COMMUNITY: PREVENTING MISTREATMENT OF SENIORS: A Guide for Ethnocultural Communities



### Produced by:

CLSC René Cassin
5800 Cavendish Blvd.
Suite 200, Côte St. Luc
Montreal, PQ
H4W 2T5
Phone: (514) 488–9163
Fax: (514) 489–6675
Contact: Maxime Lithwick

### Date produced:

1997

### Funded by:

Health Canada and Justice Canada

### Description:

Eight ethnocultural communities were asked about what was meant by abuse and/or mistreatment within their communities and the types of intervention and prevention measures that would be best applied and used. The guide was created from this study.

The manual, intended for community organizations, describes different types of elder abuse and indicators of abuse. It provides information on what individuals should look for within their own ethnocultural community and explains how ethnocultural differences can manifest themselves in indicators of abuse.

The manual is a step-by-step description of how to develop an awareness program for a particular community. It encourages individuals to adapt the manual and its information to the cultural ways of their community.

The guide is intended to assist individuals from different ethnocultural communities in the detection of abuse and in discussing what to do when abuse is suspected. The original audience consisted of individuals who were concerned with dealing with abuse of the elderly within their ethnocultural community.

### Language:

French and English

### Communication plan:

The manual was distributed to all CLSC offices in Montreal and Quebec. Health Canada offices across Canada also received a copy. Various related ministries within each province have been sent order forms so they can purchase the manual.

### Evaluations:

None

### Organizations that used it:

Not known.

## WORKING WITH MISTREATED SENIORS FROM ETHNOCULTURAL COMMUNITIES AND THEIR FAMILIES: A Guide for Service Providers

### Produced by:

CLSC René Cassin
5800 Cavendish Blvd.
Suite 200, Côte St. Luc
Montreal, PQ
H4W 2T5
Phone: (514) 488–9163
Fax: (514) 489–6675
Contact: Maxime Lithwick

### Date produced:

1997

### Funded by:

Health Canada and Justice Canada

### Description:

Eight ethnocultural communities were asked about what was meant by abuse and/or mistreatment within their communities and the types of intervention and prevention measures that would be best applied and used. The guide was created from this study. It is intended to assist service providers and health care professionals in the detection, intervention and prevention of abuse of older adults.

The manual describes elder abuse, including the different types of abuse, indicators of abuse, theories of mistreatment, means of intervening for seniors, and prevention strategies. Prevention is examined at the personal, familial, community, and institutional levels. Cross-cultural theories and skills in intervention, and examples of these, are presented.

### Language:

French and English

### Communication plan:

The manual was distributed to all CLSC offices in Montreal and Quebec. Health Canada offices across Canada received a copy. Various related ministries within each province have been sent order forms so they can purchase the manual. Hospitals and medical facilities received copies for staff.

### Evaluations:

None

### Organizations that used it:

Ms. Lithwick has used the manual to train CLSC social workers.

## Produced by:

Notre-Dame de Grâce Community Committee
on Elder Abuse
6465 Chester Avenue
Montreal, PQ
H4V 2Z8
Phone: (514) 482–8616
Fax: (514) 483–4596
Contact: Nancy Miller

## Date produced:

1997

## Funded by:

Health Canada

## Description:

The manual was the result of a project in which seniors went to schools and spoke to grade 10 students about the experience of aging. Many of the students had negative stereotypes about seniors and were unaware of elder abuse. Their experience with community seniors changed their attitudes toward seniors.

The manual is intended for the use of seniors to increase student awareness of the aging experience and the abuse of older adults.

The manual is an intergenerational guide to reducing stereotypes, prejudice, and abuse of older adults. It explains how to set up a project for seniors educating young people in the community. The manual is a tool for preventing elder abuse through education and awareness. This education is based on interactions between seniors and teens, with the workshops being led by community seniors. Supplemental videos: "Where is Frank?" and "An Apple for Jean Pierre" are available for use.

## Language:

French and English

## Communication plan:

The process of distribution is currently under way. The manual is being sent to seniors centres in the province. Copies are available to the public through the Notre-Dame de Grâce Community Committee on Elder Abuse.

## Evaluations:

No evaluation of the manual has been completed. The evaluation of the original project indicated that both seniors and students gave a very positive evaluation of the project and that students changed their attitudes about seniors and learned more about elder abuse.

## Organizations that used it:

The Notre-Dame de Grâce Community Committee on Elder Abuse uses the manual to do workshops for groups of seniors.

## A WORKING MANUAL FOR PUBLIC PRESENTATIONS ON THE SUBJECT OF ELDER ABUSE

### Produced by:

Notre-Dame de Grâce Community Committee
on Elder Abuse
6465 Chester Avenue
Montreal, PQ
H4V 2Z8
Phone: (514) 482–8616
Fax: (514) 483–4596
Contact: Nancy Miller

### Date produced:

1992; 1998 (revised version)

### Funded by:

Paul-Émile Léger Foundation Secours
des Aînés

### Description:

The Committee, consisting of seniors, police, nurses, administrators, and service providers, were familiar with instances of elder abuse through their work. It began implementing some strategies to deal with these instances of elder abuse and to reduce abuse of the elderly in their communities. This manual was constructed in response to this perceived need.

The manual is intended for seniors and professionals who may be speaking on elderly issues related to aging, including abuse.

This manual trains speakers to be sensitive to abuse issues. It is an educational tool that defines the types of abuse the elderly experience and outlines solutions to abuse. It encourages abuse-sensitive language. Specific guidelines on the responsibility of the speaker, important issues to note, and an example of a typical speech are given. The manual includes local resources for reference and information on abuse of seniors. Counselling resources are also listed. The revised edition incorporates updated statistics and resources on abuse. Videos and teaching tools, such as handouts, are available with the manual.

### Language:

English and French

### Communication plan:

The manual was distributed to committee members. Flyers announcing the manual were sent to service providers and community individuals working on issues of violence. Copies of the manual are available through the Notre-Dame de Grâce Community Committee on Elder Abuse.

### Evaluations:

None, but the presentations have been positively received by participants.

## Organizations that used it:

1. Kingston-Frontenac Elder Abuse Task Force
   175 Rideau Street
   Kingston, ON
   K7K 3H6
   Phone: (613) 542–0430
   Fax: (613) 531–9107
   Contact: Raeann Rideout, Coordinator

   The task force uses the manual for preparing workshops and presentations, and for referral cases. The manual was advertised by word of mouth.

2. The Notre-Dame de Grâce Community Committee on Elder Abuse has used the manual to give workshops.

# Quebec — Rimouski

TRAINING, EDUCATIONAL AND AWARENESS-RAISING PROGRAMS

Animation kit: "Échec à la violence faite aux aîné(e)s : S'ouvrir à l'estime de soi et des autres" — Projet : "Échec à la violence faite aux aîné(e)s"

## Produced by:

Fédération des Clubs de l'Âge d'or
de l'Est du Québec (FCADEQ)
148 Belzile Avenue, Room 207
Rimouski, PQ
G5L 3E4
Phone: (418) 722–6066
Fax: (418) 722–6077
Contact: Dominique Plante, Director General

## Date produced:

1993

## Funded by:

Health Canada

## Description:

This animation kit is aimed at increasing the awareness of seniors who are members of the network of seniors' clubs in Eastern Quebec (FCADEQ), other seniors, interveners in the health field, and community organizations, as well as the general population, regarding the issue of elder abuse.

By providing information to seniors and training seniors, this kit tends to increase prevention of all types of elder abuse and thus ensures appropriate intervention to combat neglect and abuse and provide support to the victim and to the perpetrator of the abuse. The animation kit includes 10 prevention and intervention tools relating to elder abuse, including two workbooks for training purposes.

Seniors and interveners are the intended audience.

Length of animation: as desired by the persons leading the activity.
Cost: Kit: $15.00
Animation: free to members
Year: April 1993

## Language:

French. Animation work books 1 and 2 available in French.

Video: "Brisons le silence"
VHS, 30 minutes, 50 seconds
Accompanying documents and animation sheet.

Cost: $25.00
Year: February 1994
Available in French

# ONTARIO — Niagara

## PROTOCOL: Elder Abuse in the Community

### Produced by:
Elder Abuse Task Force
Community Care Access Centre
509, Glendale Avenue
Niagara-on-the-Lake, ON
L0S 1J0
Phone: (905) 684–9441; 1–800–263–5480
Contact: Nathalie Leduc, Chairperson

### Date produced:
1997

### Funded by:
Elder Abuse Task Force

### Description:
This five-page document is the protocol intended to provide direction to staff, volunteers, and workers to whom elder abuse is reported or who have reason to suspect that a resident or client has been abused by a person in a position of trust other than an employee or volunteer of the Seniors and Children's Division. Areas covered include intake, detection, assessment, case/intervention plan, monitoring/evaluation and resolution. It was produced for departmental staff.

### Language:
English

### Communication plan:
The protocol was sent to departmental staff and is for in-house services only.

### Evaluations:
There were evaluations of the training in-services, but not the manual itself.

### Organizations that used it:
The Department of Social Services and Senior Citizens (Niagara) used the document in workshops for staff. Patients from the Medical Centre at McMaster University were brought into workshops for role plays with staff.

QUICK REFERENCE: Helping the Victims of Elder Abuse
ELDER ABUSE: What You Need to Know
ELDER ABUSE: Working Toward a Life Without Abuse

## Produced by:

Elder Abuse Task Force
Community Care Access Centre
509, Glendale Avenue
Niagara-on-the-Lake, ON
L0S 1J0
Phone: (905) 684–9441; 1–800–263–5480
Contact: Nathalie Leduc, Chairperson

## Date produced:

1996

## Funded by:

New Horizons, Health Canada (Partners in Caring Program), in conjunction with the regional municipality of Niagara (Public Health Dept.)

## Description:

This is a piece of a larger study looking at awareness of elder abuse by community health workers. A three-year Elder Abuse Prevention Project was funded by Health Canada; this manual was created from that project. The Elder Abuse Task Force Niagara's Intervention Sub-committee comprised members of the Task Force and outside social service agencies.

These are two quick-reference guides on how to help older adults suffering from abuse in Niagara. The first part, *What You Need to Know*, is for volunteers and professionals, such as nurses, who work with the elderly but who are not responsible for intervention. This part of the manual discusses how to recognize that an older adult may be being abused, types of abuse, and screening questions to ask to identify abuse; and offers a comprehensive list of signs of possible elder abuse. It also gives a list of local resources.

The second part is intended for those responsible for intervention management such as case managers, and can be used in conjunction with the manual produced by the Ontario Association of Professional Social Workers (1991): *Elder Abuse: A Practical Handbook for Service Providers.* This section discusses approaches to intervention, establishing trust, conducting an assessment, and developing an intervention plan based on the type of abuse (emergency or financial). It also discusses legal roles and terms such as peace bonds and restraining orders.

## Language:

English

## Communication plan:

Approximately 5 700 copies of the guidelines were sent to service providers, volunteers, and resource centres across the Niagara region. It was advertised through the Ontario Elder Abuse Network. Guidelines for in-service training were included. More than 1 200 staff and volunteers were trained in 25 in-service sessions: two-thirds were for those providing services to the elderly in the community, and the remaining third for those working in long-term care facilities. There is an in-service presentation package for each of these work settings.

## Evaluations:

A card was enclosed with the mail-outs for feedback and feedback results were compiled. Although the sample size was small, the evaluation yielded useful results.

## Organizations that used it:

1. Community Services Department,
   Seniors Programs
   3340 Schmonn Parkway
   P.O. Box 334
   Thorold, ON
   L2V 3Z3
   Phone: (905) 735–5591 (ext. 224)
   Contact: Gail Mackenzie,
   Community Services

Used in mandatory training in-services for Department of Seniors Services staff in direct contact with seniors. Training for administrative and clerical staff is forthcoming. All staff members who have been trained have their own copy.

2. Elder Abuse Task Force
   Community Care Access Centre
   509, Glendale Avenue
   Niagara-on-the-Lake, ON
   L0S 1J0
   Phone: (905) 684–9441; 1–800–263–5480
   Contact: Nathalie Leduc, Chairperson

The Task Force has an educational component that plans to develop an educational portfolio listing resources available on elder abuse and a list of speakers who can give presentations in the community.

It has already been used in training workshops offered by the Task Force in the community (homemakers, home care providers, Meals on Wheels, volunteers in seniors services).

3. Community Care Access Centre
   (CCAC) Niagara
   509, Glendale Avenue
   Niagara-on-the-Lake, ON
   L0S 1J0
   Phone: (905) 684–9441; 1–800–263–5480
   Fax: (905) 684–8463
   Contact: Nathalie Leduc, Director of
   Client Services

CCAC Niagara is funded through the Ontario Ministry of Health. The CCAC is responsible for home care (in-home services) and coordination of placement of clients in long-term care facilities. Staff (case managers) are given copies of the manual at their orientation, along with policies and a decision tree. The manual is kept on hand as a resource.

CCAC Niagara (formerly Home Care) took part in the production of the manual.

4. Healthy Adult/Elderly Program
   Regional Niagara Health Department
   573 Glenridge Avenue
   St. Catharines, ON
   L2T 4C2
   Phone: (905) 688–3762
   Fax: (905) 682–3901
   Contact: L. Columbus, Manager
   Adult Health

The program keeps the guide as reference for their workers.

# ONTARIO — Ottawa

## RESPONDING TO FAMILY VIOLENCE: Home Support Canada

### Produced by:

Canadian Association for Community Care (CACC) (formerly Home Support Canada)
1 Nicholas St., Room 520
Ottawa, ON
K1N 7B7
Phone: (613) 241–7510
Fax: (613) 241–5923
Contact: Andrea Field

### Date produced:

1992

### Funded by:

Health Canada, Family Violence Prevention Division

### Description of manual:

The manual is a 6-part training kit with a 17-minute video ("Many Windows"—English only), participant handouts, facilitator's guide, and resource list. The training resource is designed to help prepare front-line workers to better deal with family violence issues. The focus is on identifying abuse in the workplace. Examples of activities and discussions with workers are given. The manual includes signs of abuse, risk factors for abuse, and what to do when abuse is suspected. There is a section on elder abuse, definitions, and how to recognize it.

### Language:

English and French

### Communication plan:

A resource and publication list was distributed to CACC members and enclosed in mail-outs. The manual is part of a kit produced by the CACC and can be ordered from CACC for $45.00.

### Evaluations:

None

### Organizations that used it:

1. WE CARE Home Health Services
   9620 Cameron Street
   Burnaby, BC
   V3J 7N3
   Phone: (604) 420–8854
   Fax: (604) 420–8837
   Contact: Esther Lowen

WE CARE Home Health Services is privately owned and deals mostly with individuals in single dwelling houses through home visits. The manual is available as a resource in the organization library. No workshops were offered. WE CARE received advertising material on the manual and purchased the program.

2. WE CARE Home Health Services
   4802 50th Street
   Lloydminster, SK
   S9V 0M9
   Phone: (780) 871–7015
   Fax: (780) 871–7019
   Contact: Nicole Rasmussen

WE CARE received advertising material on the manual and purchased the program.

## RESPONDING TO ELDER ABUSE: A Guide for the Development of Agency Protocols for the Home Care and Community Support Sector

### Produced by:

Canadian Association for Community Care
(CACC) (formerly Home Support Canada)
1 Nicholas St., Room 520
Ottawa, ON
K1N 7B7
Phone: (613) 241–7510
Fax: (613) 241–5923
Contact: Andrea Field

### Date produced:

1994

### Funded by:

Health Canada, Family Violence Prevention Division

### Description:

It was determined that elder abuse is a multi-faceted problem that may require a combination of responses, and that an informed, coordinated, community-based response was needed. The guide was developed to assist home care service agencies across Canada in their response to elder abuse. The guide provides background information, definitions and protocol development guidelines. This manual is a national version of two manuals produced in British Columbia and Manitoba: *Principles, Procedures and Protocols for Elder Abuse*, prepared by the B.C. Inter Ministry Committee on Elder Abuse and Continuing Care Division, Ministry of Health and Ministry Responsible for Seniors (1992), and *Abuse of the Elderly: A Guide for the Development of Protocols*, prepared by the Interdepartmental Working Group on Elder Abuse and the Manitoba Seniors Directorate (1993).

### Language:

English and French

### Communication plan:

A resource and publication list was distributed to CACC members and enclosed in mail-outs. The manual can be ordered for $5.00. The manual is also distributed in an *Elder Abuse Resource Kit* with another Home Support Canada publication, *Elder Abuse Prevention and You: A Handbook for Home Care Workers*, and a resource list (Kit: $8.00).

### Evaluations:

None

### Organizations that used it:

1. Seniors Directorate
   Province of Manitoba
   822–155 Carleton Street
   Winnipeg, MB
   R3C 3H8
   Phone: (204) 945–2127
   Fax: (204) 948–2514
   Contact: Cathy Yurkowski, Executive Director

The Seniors Directorate is a separate portfolio in the Manitoba government that addresses concerns relevant to seniors. The manual is kept on hand as a resource. The manual is an adaptation of a Seniors Directorate publication (see above) and was sent to them by CACC.

## ELDER ABUSE PREVENTION AND YOU: A Handbook for Home Care Workers

### Produced by:

Canadian Association for Community Care (CACC) (formerly Home Support Canada)
1 Nicholas St., Room 520
Ottawa, ON
K1N 7B7
Phone: (613) 241–7510
Fax: (613) 241–5923
Contact: Dr. Taylor Alexander

### Date produced:

1994

### Funded by:

Health Canada, Family Violence Prevention Division

### Description:

The handbook was produced to assist home care workers (e.g., any person who provides care in the home) to detect and address elder abuse. The handbook describes the five most common forms of elder abuse, the risk factors that may lead to abuse, the signs that may indicate that abuse is happening, and what to do if you suspect elder abuse.

### Language:

English and French

### Communication plan:

A resource and publication list was distributed to CACC members and enclosed in mail-outs. The manual can be ordered for $5.00. The manual is also distributed in an Elder Abuse Resource Kit with another CACC publication, *Responding to Elder Abuse: A Guide for the Development of Agency Protocols for the Home Care and Community Support Sector,* and a resource list (Kit: $8.00).

### Evaluations:

None

### Organizations that used it:

1. Seniors Directorate
   Province of Manitoba
   822–155 Carleton Street
   Winnipeg, MB
   R3C 3H8
   Phone: (204) 945–2127
   Fax: (204) 948–2514
   Contact: Cathy Yurkowski, Executive Director

The Seniors Directorate is a separate portfolio in the Manitoba government that addresses concerns relevant to seniors. The manual is kept as a resource. It is an adaptation of a Seniors Directorate publication, *Abuse of the Elderly: A Guide for the Development of Multidisciplinary Teams* and was sent to them by CACC.

## Produced by:

Home Support: Township of Osgoode-Ottawa
P.O. Box 104
Metcalfe, ON
K0A 2P0
Phone: (613) 821–1101
Fax: (613) 821–4359
Contact: Carol Halstead, Administrator

## Date produced:

1998

## Funded by:

Trillium Foundation

## Description:

There was recognition of a need to educate the public on subtle forms of abuse. The program is specifically intended for seniors, families, professional caregivers, police departments, social workers, and schools.

The program consists of theatrical representation of various forms of elder abuse followed by panel discussions by professionals.

Scope of the presentations include:

1. Ageism
2. Abuse in nursing homes
3. Financial abuse: access to bank accounts
4. Drugging inappropriately in dysfunctional families
5. Abusive house helper
6. Grandchild robs grandparents for drug habit
7. Expectations of unpaid child care

## Language:

English

## Communication plan:

The film was advertised at a provincial conference, Ontario Community Support Association, in June 1998 in Toronto and will be advertised as well.

## Evaluations:

Two focus groups were conducted in April 1998 to determine revisions.

## Organizations that used it:

Not known.

## ABUSE AND NEGLECT OF OLDER ADULTS: An Education Module for Community Nurses

### Produced by:

Anne McGregor, Nurse manager at the Victorian Order of Nurses (VON)
Ottawa-Carleton Branch
5335 Canotek Road
Gloucester, ON
K1J 9L4
Phone: (613) 749–7557 (ext. 167)
Fax: (613) 749–4002
Contact: Jennifer Van Houston

### Date produced:

1995

### Funded by:

Health Canada—Mental Health Division, the Health Service Systems Division and the Family Violence Prevention Division.

### Description:

The manual is used as a resource for staff of VON branches across Canada.

The sections include types of abuse and neglect, detection and assessment, intervention, prevention. Key resources, local and video resources, handouts, geriatric nursing care standards, and transparencies are appended.

The manual was produced as a means for all community health professionals to empower community nurses to practise prevention, detection, and intervention in the abuse and neglect of older adults, and to prepare staff to effectively manage actual and potential situations of abuse.

### Language:

English and French

### Communication plan:

The manual was advertised by Health Canada and many organizations have ordered it. It is also used by all VON branches.

### Evaluations:

Not known

### Organizations that used it:

1. VON Edmonton Branch
   4936 87th St., Room 100
   Edmonton, AB
   T6E 5W3
   Phone: (403) 466–0293
   Fax: (403) 463–5629
   Contact: Tessa Merry, Coordinator for the People in Crisis program.

The manual is used to train nurses, nursing aids and administrative staff in the area of elder abuse. The training format has included staff meetings and workshops. The manual is kept on hand at the organization and was sent to VON Edmonton by VON Canada.

VON Edmonton's mandate is to identify unmet health needs in the community and to satisfy those needs. Services include prevention, health education, physical and mental health assessments, prenatal care, and individual and group counselling. The People in Crisis component of VON Edmonton, which began in 1979, provides services to nine shelters/agencies, including women's shelters, youth shelters, a group home, second-stage housing, and a family violence prevention centre.

## ABUSE AND NEGLECT OF OLDER ADULTS: An Education Module for Community Nurses (cont.)



2. VON Stratford
   101 Shakespeare Street
   Stratford, ON
   N5A 5P1
   Phone: (519) 595–8099
   Fax: (519) 271–7612
   Contact: Lynn Macdonald, Executive Director

The manual is used as a reference tool for staff (RNs, RPNs, health care aides) and was sent from the national VON organization.

VON Stratford provides support services to persons of all age levels, and is a non-profit, charitable organization.

3. VON Prairie Branch
   Co-op Rower
   Level 500
   1st Avenue NW
   Moose Jaw, SK
   S6H 3M5
   Phone: (306) 693–4221
   Fax: (306) 692–4311
   Contact: Allyson Carr

This manual is used by VON workers to train other VON workers at this branch. The manual was sent to the Moose Jaw Branch from VON Ottawa-Carleton District Office.

4. Status of Women Council of the Northwest Territories
   P.O. Box 1320
   Yellowknife, NT
   X1A 2L9
   Phone: (867) 920–6177
   Fax: (867) 873–0285
   Contact: Rosemary Cairns

The manual is used by community workers to put on workshops in the area.

5. Centre for Research on Violence Against Women and Children
   University College, Room 101
   University of Western Ontario
   London, ON
   N6A 3K7
   Phone: (519) 661–4040
   Fax: (519) 661–3491
   Contact: Nora Shanahan

The Centre, housed at the University of Western Ontario, is a collaboration of Fanshawe College, the London Coordinating Committee to End Woman Abuse, and the University of Western Ontario. It is part of the alliance of five research centres on Family Violence across Canada. The manual is on hand as a resource and was sent to the Centre by Health Canada.

6. VON Corner Brook
   29 Wellington Street
   Corner Brook, NF
   A2H 5H5
   Phone: (709) 634–2042
   Fax: (709) 634–2517
   Contact: Eileen Pitcher, Executive Director

The manual is used in training in-services with home support workers. It will be incorporated into the 12-week training for home care done by VON Corner Brook. The manual was obtained through VON Canada.

## COMMUNITY ACTION RESOURCE KIT

### Produced by:

One Voice: Canadian Seniors Network
112 Eddy St.
Hull, Quebec
J8X 2W5
Phone: (819) 770–3131
Contact: Ivan Hale

### Date produced:

1997

### Funded by:

New Horizons, Health Canada

### Description:

The Community Action Resource Kit was developed to address the need for education outlined in the National Action Plan to Reduce the Abuse of Older Canadians written by One Voice in 1995.

The kit was developed for anyone involved in the lives of seniors. While it does not presuppose a designated worker, it does presuppose a multi-sectoral approach. Therefore, anyone who uses the kit will have to bring on board a group of people including police, health care professionals, seniors, and others.

This manual contains several sections that are used by different professions. The sections are targeted to different areas of service provision. There are 12 modules and accompanying videos. Not all of the material is original; some material is borrowed (with rights) from other publications that cover the prevention of elder abuse.

### Language:

English; some components are available in French

### Communication plan:

The kit was piloted in five sites across Canada: Parksville, Vancouver Island; a site in the Prairie provinces; a site in Montreal; a site in Ottawa; and Third Age Centre in New Brunswick. Due to the high cost of production of the kits (each cost about $500.00 each to produce) and funding time restraints, there was limited advertising, production and distribution of the kit. Funding is currently being sought to expand the distribution of the kit. A local cable station in the Parksville site on Vancouver Island is making a video from the manual and will disseminate it (at its own cost) to other cable stations across the country.

### Evaluations:

An external evaluation of the kit was undertaken by ARA Consulting in Toronto. One of the major findings was about dissemination of the kit. ARA concluded that the kit be used only by places that are equipped to deal with the service adequately and that proper support is provided by One Voice.

## Organizations that used it:

1. Third Age Centre
   St. Thomas University
   845 Montgomery Street
   Fredericton, NB
   E3B 5G3
   Phone: (506) 452–0526
   Fax: (506) 452–0547
   Contact: Dorothy McKeracher

The kit is used as a library resource and was acquired by the Third Age Centre when it conducted two focus groups for One Voice as a review of material for the manual. The Centre also reviewed the draft of the manual. One Voice provided a copy for these services.

2. Advocacy Centre for the Elderly (ACE)
   701–2 Carleton Street
   Toronto, ON
   M5B 1J3
   Phone: (416) 598–2656
   Fax: (416) 598–7924
   Contact: Judith Wahl, Executive Director

ACE provides legal services to low-income seniors, and is part of legal aid. Activities include law reform, public legal education, community development projects, and client services (Toronto only). Parts of the manual have been used for clients and for public education presentations. The manual was obtained from One Voice. Judith Wahl is currently preparing a training package for the 42 Community Care Access Centres (CCACs) in Ontario.

## ELDER ABUSE RESOURCE AND INTERVENTION GUIDE (revised in 1997 to include an Elder Abuse Assessment Tool and Instruction Manual)

### Produced by:

Council on Aging Ottawa-Carleton
Suite 299–1
75 Bruyere Street
Ottawa, ON
K1N 5C7
Phone: (613) 789–3577 (ext. 24)
Fax: (613) 789–4406
Contact: Alex Cullen

### Date produced:

1995 and revised in 1997

### Funded by:

Major funder was the Ontario Trillium Foundation. Other funders were the Community Foundation of Ottawa-Carleton; Margaret Griffith's bequest, Harry Ward Foundation, Bickell Foundation, Les Frères des écoles chrétiennes, United Way of Ottawa-Carleton, Sisters of Charity of Ottawa, Beamish Foundation and George Lunan Foundation.

### Description:

The manual was developed to fill a gap that was noticed after 10 years of study in the area of elder abuse. It was clear that professionals working with elders were unsure how to deal with abuse issues. This guide was developed to help individuals who work with seniors define and detect abuse and to provide guidelines on how to deal with it. It is a guide and not a workshop format.

Chapter titles are:

1. What Is Elder Abuse?
2. Preventing Elder Abuse
3. Maintaining a Professional Focus
4. Identification of Elder Abuse
5. General Guidelines for Intervention
6. Intervention with the Victim
7. Intervention with the Abuser
8. Decision Trees
9. Barriers to Intervention
10. Development of Protocols and Elder Abuse Assessment Tools

Appendix on Elder Abuse Resource Directory, Case Studies, Conclusion, Bibliography

### Language:

French and English

### Communication plan:

There was an extensive marketing plan. The Council advertised in all professional publications such as the *Canadian Nurses Journal*, *Canadian Journal on Aging*, and numerous others. It can be ordered for $25.00.

### Evaluations:

The manual was sent to a sample of PhD students for evaluation. The comments were used to revise the guide.

ELDER ABUSE RESOURCE AND INTERVENTION GUIDE
(revised in 1997 to include an Elder Abuse Assessment Tool and Instruction Manual) (cont.)



## Organizations that used it:

1. VON British Columbia Branch
   1525 West 7th Avenue
   Vancouver, BC
   V5X 4V4
   Phone: (604) 733–6614
   Fax: (604) 733–6698
   Contact: Jacqueline Hanna

VON BC performs a variety of services which include Meals on Wheels and Family Respite Centre, and operates a Wellness Clinic.

The manual was used as a library resource and resource guide; no workshops were offered.

2. Olde Forge Seniors Support Services
   2730 Carling Avenue
   Ottawa, ON
   K2B 7J1
   Phone: (613) 829–9777
   Fax: (613) 829–9318
   Contact: Colleen Caldwell, Coordinator

The organization provides home support, a community resource centre, and operates as a home support office. It assists seniors in staying in their homes as long as possible.

The manual is used if a situation arises where staff suspect abuse. It is also used by the coordinators as a resource guide. The organization purchased the manual through the Council on Aging.

3. Kingston-Frontenac Elder Abuse Task Force
   175 Rideau Street
   Kingston, ON
   K7K 3H6
   Phone: (613) 542–0430
   Fax: (613) 531–9107
   Contact: Raeann Rideout, Coordinator

This Task Force exists to increase senior's awareness of issues of elder abuse through educational initiatives. The guide was used to prepare for workshops and presentations and to refer cases. It heard about the manual through a variety of sources: a conference, a mail-out ad, and by word of mouth.

4. Community Care Access Centre—Sarnia and Lambton
   P.O. Box 185
   Sarnia, ON
   N7T 7H9
   Phone: (519) 542–4444
   Fax: (519) 542–3116
   Contact: Terry Bresee, Program Manager

The manual was seen advertised in a professional journal. It was ordered just recently and there are no immediate plans to use it until it has been reviewed.

# ONTARIO — Markham

## PREVENTING AND MANAGING ABUSE AND AGGRESSION IN LONG TERM CARE

### Produced by:

Extendicare Canada Incorporated
Suite 700, 3000 Steeles Avenue East
Markham, ON
L3R 9W2
Phone: (905) 470–5597
Fax: (905) 470–5588
Contact: Soo Chin Kikuta, Director, Editorial and Consulting Services

### Date produced:

1997

### Funded by:

Internal funding

### Description:

In an effort to firm up policy regarding elder abuse prevention and management, a task force was established to find out about residential abuse. A decision was made to develop an educational module for use by all extendicare facilities. The manual is intended for all nursing home staff, volunteers, physicians, families, residents, and any others who regularly come to the facility.

The program consists of seven educational modules that support the implementation of the Extendicare *Preventing and Managing Abuse and Aggression in Long Term Care Manual.*

Modules include:

1. Introduction to Policies and Procedures
2. Management and Staff Education
3. Registered Staff Education
4. Introduction to Preventing and Managing Aggression
5. Prevention Strategy
6. Managing Aggressive Incidents
7. Self-protection Interventions

There are also a series of overhead transparencies, handouts, procedure flow charts, evaluation forms, certificates of completion, and a bibliography.

### Language:

English

### Communication plan:

The 60 Extendicare health care facilities across Canada were introduced to the manual in the form of a Train-the-Trainer format. Each region is being trained at a national workshop then each will train the facilities within its region. Each facility will train its own workers. There is some preliminary discussion about extending the training module to the Extendicare facilities in the United States and about some external marketing.

### Evaluations:

There has been no evaluation conducted yet. A focus group was held on the first training and Extendicare is in the process of using the focus group results to edit the education module. There are also evaluation forms included in each training session. However, because the training has just begun, no final evaluation is available.

### Organizations that used it:

All the Extendicare facilities (60 across Canada) will use the manual.

# ONTARIO — Kingston

## ELDER ABUSE WORKSHOP EDUCATIONAL TRAINING MANUAL FOR SENIORS

### Produced by:

Kingston-Frontenac Elder Abuse Task Force
175 Rideau Street
Kingston, ON
K7K 3H6
Phone: (613) 542–0430
Fax: (613) 531–9107
Contact: Raeann Rideout, Coordinator

### Date produced:

1997

### Funded by:

Trillium Foundation

### Description:

The manual is targeted to train seniors in the issue of elder abuse for staff, volunteers, and seniors who act as speakers for other seniors.

Workshop contains the following content:

A. Introduction
B. Defining and Identifying Elder Abuse
C. Causes of Elder Abuse
D. Barriers to Identifying and Disclosing Abuse
E. Legislation and Intervention
F. Prevention of Elder Abuse
G. Community Resources
H. Building Effective Presentation Skills
I. Community Presentations
J. Conclusions and References

### Language:

English

### Communication plan:

It has only distributed the manual to seniors within its task force.

### Evaluations:

An external evaluation is being conducted.

### Organizations that used it:

Not known.

# ONTARIO — Toronto

## A SPEAKERS GUIDE TO THE ABCs OF FRAUD

### Produced by:
The Volunteer Centre of Metro Toronto
344 Bloor Street W., Suite 207
Toronto, ON
M5S 3A7
Phone: (416) 961–6888
Fax: (416) 961–6859
Contact: Barbara Buckspan

### Date produced:
1997

### Funded by:
Health Canada and New Castle Capital Management Inc.

### Description:
This guide is intended to help speakers to give presentations on fraud by agency volunteers.

Sections include:

1. About the ABCs of Fraud
2. Fraud and Scams: Information for Speakers
3. Planning a Presentation on Consumer Fraud
4. Presentation Skills
5. Delivering and Evaluating Your Presentation
6. Planning and Presentation Skits on Consumer Fraud
7. Exercises
8. Using Props and Visual Aids
9. Blank Forms and Handouts
10. Articles About Fraud

### Language:
English

### Communication plan:
There was no formal dissemination plan.

### Evaluations:
There are three sets of forms: one for the participant, one for the organization, and one for the trainer. The forms have not yet been compiled into any written format.

### Organizations that used it:
1. Kingston-Frontenac Elder Abuse Task Force
   175 Rideau Street
   Kingston, ON
   K7K 3H6
   Phone: (613) 542–0430
   Fax: (613) 531–9107
   Contact: Raeann Rideout, Coordinator

The manual was used for preparing workshops and presentations and to refer cases. It was heard about through a conference, mail-out ad, and by word of mouth.

2. The Volunteer Centre of Metro Toronto
   344 Bloor Street W., Suite 207
   Toronto, ON
   M5S 3A7
   Phone: (416) 961–6888
   Fax: (416) 961–6859
   Contact: Barbara Buckspan

## A SPEAKERS GUIDE TO THE ABCs OF FRAUD (cont.)

The Volunteer Centre acts as an umbrella organization to provide volunteers to non-profit organizations in Toronto. It trains seniors to deliver training and information workshops to other seniors in various organizations.

The manual has been used to train seniors to give presentations on fraud. Organizations that have used the manual include church groups, retirement groups, and seniors housing groups.

## C.A.N.E.S: Central and Northern Etobicoke Home Support Services



### Produced by:

C.A.N.E.S
925 Albion Road, Room 309
Etobicoke, ON
M9V 1A6
Phone: (416) 743–3892 (ext. 225)
Fax: (416) 743–7654
Contact: Suzanne Sutherland

### Date produced:

1997

### Funded by:

The manual was completed as part of the organization's work load. The organization is funded by the Ministry of Health, Long Term Care Division.

### Description:

The manual is a compilation of training materials. It is used to train home support workers, professionals, and the general public of Etobicoke. It was produced because C.A.N.E.S was unaware of any existing training manuals.

### Language:

English

### Communication plan:

The manual was not disseminated. C.A.N.E.S is willing to share this program with anyone in the Toronto area.

### Evaluations:

None

### Organizations that used it:

Not known.

## Produced by:

Koster Consulting and Associates
116 Browning Avenue
Toronto, ON
M4K 1W3
Phone: (416) 778–7200
Fax: (416) 778–7950
Contact: Denise Koster

## Date produced:

1996

## Funded by:

Private funding; some donations from private long-term care facilities.

## Description:

The manual was produced as part of Denise Koster's work in the area of elder abuse education and prevention.

This comprehensive practical resource manual provides organizations with the right information and tools to help deal with elder abuse. The manual includes definitions; case studies; assessment tools; information about financial abuse, physical abuse, psychological abuse, neglect, the law, intervention strategies, the role of organizations in the issue of elder abuse; and an extensive additional readings list.

## Language:

English

## Communication plan:

The manual is marketed worldwide in magazines and pamphlets. Sessions are offered by Koster Consulting and Associates. Some random mailings are conducted and many referrals are given through word of mouth. This manual is available for $100.00.

## Evaluations:

None

## Organizations that used it:

Not known.

ELDER ABUSE: Discovering the Truth
ELDER ABUSE: Protecting Our Home

## Produced by:

Koster Consulting and Associates
116 Browning Avenue
Toronto, ON
M4K 1W3
Phone: (416) 778–7200
Fax: (416) 778–7950
Contact: Denise Koster

## Date produced:

1996

## Funded by:

Private funding; some donations from private long-term care facilities

## Description:

The manual was produced as part of Denise Koster's work in the area of elder abuse education and prevention. Two videos provide valuable information.

"Discovering the Truth" is a 17-minute video for health care personnel. It focuses on the identification, assessment, and intervention strategies used when facing a potential elderly victim of abuse.

"Protecting Our Home" is a 20-minute educational video for long-term care facility personnel covering the same topics as above.

## Language:

English

## Communication plan:

The videos are marketed worldwide in magazines and pamphlets. They are also being marketed by Medical Video Communication, a medical video company. They are available to organizations in Canada and the United States and cost $75.00 each.

## Evaluations:

None

## Organizations that used it:

Not known.

## ELDER ABUSE: An Age Old Secret

### Produced by:
Koster Consulting and Associates
116 Browning Avenue
Toronto, ON
M4K 1W3
Phone: (416) 778–7200
Fax: (416) 778–7950
Contact: Denise Koster

### Date produced:
1995

### Funded by:
Private funding; some donations from private long-term care facilities

### Description:
The manual was produced as part of Denise Koster's work in the area of elder abuse education and prevention.

This elder abuse training package consists of a slide presentation accompanied by a Trainer's Manual. The package focuses on increasing the awareness of elder abuse in a visual and interactive way among students, volunteers, professional, and non-professional staff.

### Language:
English

### Communication plan:
The manual is marketed worldwide in magazines and pamphlets. Sessions are offered by Koster Consulting and Associates. Some random mailings are conducted and many referrals are given through word of mouth. The kit is available for $135.00.

### Evaluations:
None

### Organizations that used it:
Not known.

## LIVING WITH DIGNITY: A Guide for Long Term Care Facilities

### Produced by:
Koster Consulting and Associates
116 Browning Avenue
Toronto, ON
M4K 1W3
Phone: (416) 778–7200
Fax: (416) 778–7950
Contact: Denise Koster

### Date produced:
1995

### Funded by:
Private funding; some donations from private long-term care facilities

### Description:
The manual was produced as part of Denise Koster's work in the area of elder abuse education and prevention.

This guide is specifically for professional and non-professional staff of long-term care facilities. The guide focuses on elder abuse identification and intervention, policy and protocol development, and has a special section called "Abuse of Health Care Providers by Residents: Learning to Cope."

### Language:
English

### Communication plan:
The manual is marketed worldwide in magazines and pamphlets. Sessions are offered by Koster Consulting and Associates. Some random mailings are conducted and many referrals are given through word of mouth. This guide is available for $40.00.

### Evaluations:
None

### Organizations that used it:
Not known.

## ELDER ABUSE AGENCY GUIDELINES

### Produced by:
Seniors and Caregivers Support Services
Family Service Association of Metro Toronto
355 Church Street
Toronto, ON
M5B 1Z8
Phone: (416) 977–0559
Fax: (416) 595–0242
Contact: Lisa Manuel, Manager

### Date produced:
1998

### Funded by:
City of Toronto: Cycle of Violence Grants

### Description:
This guide resulted from a study the agency conducted on agencies in metro Toronto that deal with seniors. One of the results of the study was a high level of frustration by professional workers over the possibility of cases of abuse not being handled properly due to time constraints.

## ELDER ABUSE AGENCY GUIDELINES (cont.)

The Elder Abuse Intervention Research Project guide may be used by agencies as an approach to the issue of abuse of older adults. It has been designed to be flexible so that it may accommodate different agencies and levels of staff experience. The guide is intended for all organizations, including those of social workers, volunteers and front-line workers such as Meals on Wheels.

There are sixteen modules: (1) Statement of Principles, (2) Recommended Guidelines for Developing an Agency Culture That Is Responsive to Elder Abuse; (3) Agency Elder Abuse Evaluation; (4) What Is Elder Abuse? (5) Guidelines for Professionals Working with Elder Abuse; (6) Theories of Elder Abuse; (7) A Team Approach to Intervention; (8) When Clients May Be Ready for Intervention; (9) Assessing the Situation for Possible Abuse; (10) Clients Who Refuse Service/Care/Assistance; (11) Strategies for Working Through Resistance; (12) Barriers to Intervention; (13) Community and/or Government Resources/ Services Used by Types of Elder Abuse; (14) *Criminal Code* Offences Relevant to Elder Abuse; (15) Criminal Court; and (16) *Bill 100: Regulated Health Professions Act.*

### Language:
English

### Communication plan:
The guide will be distributed to those agencies that took part in the study. There is not enough money to expand distribution and the manual will not be advertised formally. The document will be made available at a minimal cost ($7.00 to $10.00).

### Evaluations:
None

### Organizations that used it:
Not known.



## ELDER ABUSE: AWARENESS MANUAL

### Produced by:
Resource Task Force: York Region Elder Abuse Committee
Subcommittee for the Council on Aging, York Region
194 Eagle Street
Newmarket, ON
L3Y 1J6
Phone: (905) 895–2381/3628 (ext. 290)
Fax: (905) 895–9001
Contact: Nancy Harris

### Date produced:
1993

### Funded by:
Ministry of Community and Social Services, Royal Canadian Legion (Zone E2 & Branch 375 Seniors Club), McCue Corporation, McConaghy Seniors Council, National Trust (Markham, Richmond Hill and Newmarket branches)

ELDER ABUSE: AWARENESS MANUAL (cont.)

## Description:

The manual was developed as a result of work done by the Seniors Advisory Council for York Region. It is used in orientation sessions and in-services.

The manual is designed to expand the knowledge of professionals on elder abuse. It provides general guidelines on assessment and intervention in elder abuse, resource material to assist in organizing agency protocol and procedures, and a list of York Region resources.

The sections include Guidelines, Assessment and Intervention Options, Institutional Abuse, Protocols, Theological Perspectives, Caregiver Stress, Educational Material, Resource Lists and York Region Resources.

## Language:

English

## Communication plan:

The manual was not advertised. It was distributed to all those involved in the Seniors Advisory Council. Through word of mouth, the document has been requested and purchased. For example, the local VON branch purchased a copy. It is available for between $20.00 and $30.00, depending on which parts are ordered.

## Evaluations:

None, but positive phone comments and oral feedback have been received.

## Organizations that used it:

1. Seniors Community Programs—
   Region of York
   Long Term Care Division/Health
   Services Department
   194 Eagle Street
   Newmarket, ON
   L3Y 1J6
   Phone: (905) 895–3628 (ext. 290)
   Fax: (905) 895–9001
   Contact: Nancy Harris

The manual is used as a referral guide and library resource for the social workers working with seniors.

2. Centre for Research on Violence
   Against Women and Children
   100 Collip Circle, Suite 240
   London, ON
   N6C 4X8
   Phone : (519) 858–5033
   Fax: (519) 858–5034
   Contact: Nora Shanahan

The manual is used as a resource for the community.

## WHEN SENIORS ARE ABUSED: A Guide to Intervention

### Produced by:

Myrna Reis and Daphne Nahmiash
213 Finchley Road
Hampstead, PQ
H3X 3A7
Phone: (514) 483–1759
Fax: (514) 483–1759
Contact: Myrna Reis

### Date produced:

1995

### Funded by:

Health Canada, Research and Practice Collaboration University of Concordia (funded French translation)

### Description:

There has been very little done in terms of validated assessment tools, which was an identified need in the area.

The manual was compiled with front-line workers and service providers as the original audience. However, it can be used in hospital settings as well.

This manual is a detailed, step-by-step reader used to assess abuse of the elderly and to determine the proper course of action after abuse has been detected. The training program outlined is specific and direct. The manual consists of four tools: three used for assessment and one for intervention. The three assessment tools have been validated through a series of studies. Seven kinds of innovative interventions are detailed. Problems in intervention and solutions to these problems are discussed. Interventions can be adapted to individual needs. In addition, a sample case history is given.

### Language:

English and French

### Communication plan:

The manual was given to the publisher who took responsibility for making it available. The manual has not been widely distributed. Awareness has been spread through published articles and book chapters.

### Evaluations:

The manual has been field tested and the assessment tools have been evaluated in a series of research studies. Some of this research by Myrna Reis and colleagues has been published in *The Gerontologist*.

### Organizations that used it:

1. Gerontology Research Centre
   Simon Fraser University at
   Harbour Centre
   2800–515 W. Hastings Street
   Vancouver, BC
   V6B 5K3
   Phone: (604) 291–5047
   Fax: (604) 291–5066
   Contact: Charmaine Spencer
   (604) 291–5047

This organization has the manual as a library resource. It has also been used by Ms. Spencer and by students for presentations to the elderly.

2. Saskatchewan Health Resource Centre
3475 Albert Street
Regina, SK
S4S 6X6
Phone: (306) 787–3223
Fax: (306) 787–3823
Contact: Lynn Kozun

The manual is used as a library resource book and has been used by some nursing homes.

3. Faculty of Social Work
521 Tier Building
University of Manitoba
Winnipeg, MB
R3T 2N2
Phone: (204) 474–6669
Fax: (204) 474–7594
Contact: Sharon Taylor-Henley, Assistant Professor/Chairperson, Option in Aging Program

The Faculty of Social Work offers undergraduate and graduate degrees, and is one of five faculties in the Option in Aging Program. Professor Taylor-Henley has used the manual in consultations with community agencies and graduate students. The manual was ordered from the producers by the Faculty.

## ELDER ABUSE: A Practical Handbook for Service Providers

### Produced by:

Ontario Association of Professional Social Workers (OAPSW) (currently known as the Ontario Association of Social Workers)
410 Jarvis Street
Toronto, ON
M4Y 2G6
Phone: (416) 923–4848
Fax: (416) 923–5279
Contact: Jillian McCloskey, Associate Executive Director
Rita Mascherin, Executive Assistant

### Date produced:

1992

### Funded by:

Seniors Independence Program, Health and Welfare Canada

### Description:

This manual was produced out of a three-year project funded by Health and Welfare Canada. The manual was produced for caregivers to the elderly, social workers, health care professionals, and other staff working with the elderly (e.g., police services). The scope of the manual is not limited to a social work perspective but is intended for all service workers who work with the elderly. Some material is specific to Ontario, such as legislation and resources, but the manual is applicable across the country.

This manual covers detection, intervention, and prevention of elder abuse. Different types of abuse are discussed and methods of information gathering are outlined. Topics such as professional ethics and legislation relevant to elder abuse are included. Local resources are listed. The role of the police and the public trustee in abuse intervention are discussed. Graphs and charts enhance its utility.

The manual is currently being updated, with the same content.

### Language:

English and French

### Communication plan:

Many organizations throughout Ontario were involved in the production of the manual. Copies were distributed to those organizations, and to the Association's 15 branches in the province. The manual has been sent to conferences for distribution and to schools of social work across the country. Advertisements have been placed in provincial publications as well as the Canadian Association of Social Workers' newsletter, *The Social Worker.*

### Evaluations:

Feedback has been received, but no formal evaluations have been conducted.

## Organizations that used it:

1. VON Prairie Branch
   Co-op Rower
   Level 500
   1st Avenue. NW
   Moose Jaw, SK
   S4S 3M5
   Phone: (306) 693–4221
   Fax: (306) 692–4311
   Contact: Allyson Carr

The workers within this organization have used this manual as a reference and as an aid to teach a human services worker program in Moose Jaw and Regina.

2. Faculty of Social Work
   Room 521, Tier Building
   University of Manitoba
   Winnipeg, MB
   R3T 2N2
   Phone: (204) 474–6669
   Fax: (204) 474–7594
   Contact: Sharon Taylor-Henley, Assistant Professor/Chairperson, Option in Aging Program

The Faculty of Social Work at the University of Manitoba offers undergraduate and graduate degrees, and is one of five faculties in the Option on Aging. The manual is used in a field course on aging for students in the Faculty of Nursing, and was ordered from the producer.

3. Community Care Access Centre (CACC) of Peel
   2227 South Millway
   Mississauga, ON
   L5L 3R6
   Phone: (905) 796–0040
   Fax: (905) 796–5619
   Contact: Donna Leavens-Van West, Quality Improvement Coordinator

CCACs were created on April 1, 1997, to replace Home Care, formerly under the Ontario Department of Health. CCAC of Peel is an independent organization with its own board of directors, funded by the Ontario Ministry of Health. The manual is kept on hand as a resource.

4. J. W. Crane Memorial Library
   Deer Lodge Centre
   2109 Portage Avenue
   Winnipeg, MB
   R3J 0L3
   Phone: (204) 831–2152
   Fax: (204) 888–1805
   Contact: Judy Inglis

The J. W. Crane Memorial Library is housed in Deer Lodge Centre, a long-term care facility in Winnipeg. The library serves as a resource centre for Deer Lodge, Riverview Health Centre (Winnipeg) and nursing homes across Manitoba. The manual is part of the library's collection and was ordered through the producer.

## INSTITUTIONAL ABUSE: Everyone's Responsibility

### Produced by:

Collaborative Research Program, Long Term Care Baycrest Centre for Geriatric Care
3560 Bathurst Street
North York, ON
M6A 2E1
Phone: (416) 785–2500
Fax: (416) 785–2501
Contact: Irene Ens, Director of Nursing

### Date produced:

1995

### Funded by:

Baycrest Centre of Geriatric Care

### Description:

The Collaborative Research Program, Long Term Care involves the University of Toronto, Sunnybrook Health Sciences Centre, Providence Centre, Faculty of Nursing—University of Toronto, and the Rehabilitation Institute of Toronto. The manual was produced to provide educational materials for facilitators on institutional abuse. The material was designed for staff, families, and volunteers caring for those in institutional care. The package contains the manual and the 17-minute video "Institutional Abuse." The introduction to the manual covers why abuse occurs, the purpose of the program and how to use the training materials. Other sections include Planning Your Training Session, Program Objectives, Who Should Lead the Session, and a Sample Agenda. The agenda focuses on defining abuse, viewing the video, discussion questions, summary of major points, additional concerns and workshop evaluation. The final part of the manual instructs facilitators on how to address concerns after viewing the video.

### Language:

English

### Communication plan:

Mail outs were sent to institutions across Canada. Manuals are distributed at Train-the-Trainer workshops. The package (manual and video) can be purchased for $65.00.

### Evaluations:

None, but staff of Baycrest are required to review the manual yearly.

### Organizations that used it:

The manual is used in a Train-the-Trainer format with front-line managers in the organization. Managers can then take the material and train their respective departments. The manual was produced in-house.

# ONTARIO — Windsor

THE ABUSE AND NEGLECT OF OLDER ADULTS: A Collection of Educational Resource Materials

## Produced by:

Windsor Area Elder Abuse Committee
Windsor-Essex County Council on Aging
1168 Drouillard Road
Windsor, ON
N8Y 2R1
Phone: (519) 971–9217
Fax: (519) 971–8789
Contact: Deana Johnson, Executive Director

## Date produced:

1997

## Funded by:

New Horizons, Health Canada

## Description:

The Windsor area Elder Abuse Committee involved representatives from Citizen Advocacy Windsor-Essex, and mental health, police services, geriatric assessment, community assessment, and home care organizations as well as representatives from the Alzheimer's Society and the Victorian Order of Nurses. The committee was administered by the Windsor-Essex County Council on Aging. The committee was composed of two subcommittees: the Case Conferencing Subcommittee (for case management) and the Speakers Bureau Educational Subcommittee. It was determined that groups in the community providing education on elder abuse would benefit from extensive, uniform, and up-to-date materials. The manual was designed for professionals and volunteers making presentations on elder abuse.

The manual includes information on the rights of the older adult, definitions, indicators and risk factors of elder abuse, profiles, theoretical perspectives, ageism as systemic abuse, community and institutional care, diversity and ethnocultural issues, prevention, intervention, professional considerations, legislation, protocol development, intake and assessment, case studies, Speakers Bureau information, workshop information, and evaluation forms. The manual can be used in a Train-the-Trainer format or for presentations.

## Language:

English

## Communication plan:

The manual was piloted in workshops in the Windsor-Essex area. Members of the committee were trained and received a copy. Trained staff can take the material into presentations in the community. A presentation was given at the Ontario Gerontology Association and the Ontario Elder Abuse Network, and copies were distributed. Widespread marketing of the manual is pending more staff and funding. The manual can be used across the country. Copies can be obtained from the producer for $30.00 plus shipping and handling.

## Evaluations:

None, but evaluation forms are included in the manual.

THE ABUSE AND NEGLECT OF OLDER ADULTS: A Collection of Educational Resource Materials (cont.)

## Organizations that used it:

1. Citizen Advocacy Windsor-Essex
   3201 Marentette, Unit 2
   Windsor, ON
   N8X 4G3
   Phone: (519) 966–5010
   Fax: (519) 966–5015
   Contact: Cheryl Taggart, Program Coordinator, Citizen Advocacy Program

The manual is used as a reference for staff to assist in advocacy for seniors, particularly in cases of financial abuse and abuse of power of attorney. Citizen Advocacy Windsor-Essex was part of the Windsor Area Elder Abuse Committee, which produced the manual. Ms. Taggart received training on using the manual for presentations in the community (Speakers Bureau).

# ONTARIO — Waterloo

## ELDER ABUSE WORKSHOP

### Produced by:

Waterloo Regional Home Care Program
Community Care Access Centre of Waterloo Region
P.O. Box 1612
99 Regina Street S.
Waterloo, ON
N2J 4G6
Phone: (519) 748–2222
Fax: (519) 883–5510
Contact: Nancy Murray

### Date produced:

1995

### Funded by:

Waterloo Regional Home Care Program

### Description:

The project produced a half-day workshop manual that included the following components: an overview of elder abuse including discussion of financial abuse, neglect, psychological abuse, physical abuse, and what to do if it is suspected; a video presentation and discussion; vignettes on elder abuse (presented by the Bernard Betel Centre Players); and a summary and wrap-up (discussion of screening tool to be used).

### Language:

English

### Communication plan:

The workshop was offered to those employed by the Home Care Program.

### Evaluations:

None

### Organizations that used it:

Not known.

# Ontario — Hamilton

## ABUSE AND NEGLECT OF SENIORS: Manual and Protocol

### Produced by:
Social Work Department
St. Joseph's Hospital
50 Charlton Avenue E.
Hamilton, ON
L8N 4A6
Phone: (905) 522–4941
Fax: (905) 521–6093
Contact: Debbie Thibeau, Social Worker

### Date produced:
1995

### Funded by:
Social Work Department, St. Joseph's Hospital

### Description:
The Hamilton-Wentworth Task Force on Elder Abuse and Neglect challenged community organizations to come up with protocol for addressing elder abuse. A committee was formed in St. Joseph's Hospital to develop the manual and a dissemination plan.

Originally, the manual was produced for hospitals in Ontario and for all staff in hospital settings (administrative, health care personnel), but some manuals have been sent outside the province.

The manual is a guideline for hospital settings to address elder abuse. Areas covered include definitions of senior abuse, abuse indicators, why abuse happens, legal responsibilities and interventions, and barriers to disclosure. A large portion of the manual addresses protocols for several types of abuse: physical, psychological, neglect, self-neglect, financial, and institutional. There are protocols for both the mentally capable and incapable.

### Language:
English

### Communication plan:
Flyers were sent to community agencies, and approximately 200 copies were sold ($20.00). Some complementary copies were distributed.

### Evaluations:
None

### Organizations that used it:
1. Social Work Department, St. Joseph's Hospital
   50 Charlton Avenue E.
   Hamilton, ON
   L8N 4A6
   Phone: (905) 522–4941
   Fax: (905) 521–6093
   Contact: Debbie Thibeau, Social Worker

The manual is used in in-services with hospital staff. Vignettes depicting situations staff may encounter and the appropriate protocol for documenting and reporting are performed. In the fall of 1995, a half-day workshop was held for organizations using the manual. The workshops included mock cases of elder abuse and a discussion of protocols.

## ABUSE AND NEGLECT OF SENIORS: Manual and Protocol (cont.)

2. Seniors Health line
Capital Health Authority
Phone: (780) 496–8000
Contact: Micheline Neville,
Coordinator, Seniors Health Line

The Seniors Health line is a 24-hour information and referral service for seniors in the Edmonton area. The manual was used as a reference for a Capital Health Committee meeting to discuss elder abuse.

# Ontario — Mississauga

## ADULT MISTREATMENT GUIDELINES FOR PEEL HEALTH DEPARTMENT STAFF: Detection, Assessment and Intervention

### Produced by:

Community Care Access Centre of Peel
2227 South Millway, Suite 202
Mississauga, ON
L5L 3R6
Phone: (905) 796–0040
Fax: (905) 796–5620
Contact: Donna Laevens-Van West,
Quality Coordinator

### Date produced:

1993

### Funded by:

Peel Health Department, Ontario
Ministry of Health

### Description:

The purpose of the guidelines is to assist Health Department staff to detect, assess, and intervene in cases where adults are abused or neglected by significant others. The guidelines were developed by the four divisions within the organization: Community Health Nursing, Environmental, Home Care and Community Services, and Health Promotion and Communicable Disease Control. The protocol has been adapted from a tool originally developed by the Mount Sinai/Victim Services Agency in New York (1988).

The manual was intended to be used as a general reference tool for working with suspected or confirmed cases of adult mistreatment, and as an outline for the orientation and in-servicing of staff. The manual was produced for all staff of the Peel Health Department.

### Language:

English

### Communication plan:

The manual was distributed to all staff in the Peel Health Department (Mississauga and Brampton) and shared with other organizations in the region.

### Evaluations:

None

### Organizations that used it:

Not known.

# Ontario — London

ELDER ABUSE AND NEGLECT

## Produced by:

Committee on Abuse and Neglect
of the Elderly
Box 24060, RPO Westown
London, ON
N6H 5C6
Phone: (519) 685–8300
Fax: (519) 667–6707
Contact: Patrick Fleming

## Date produced:

1994

## Funded by:

Committee on Abuse and Neglect of the Elderly (CANE)

## Description:

The project was a collaborative effort between the Middlesex-London Health Unit, Committee on Abuse and Neglect of the Elderly Inc., and the Council for London Seniors.

It was determined that a teaching kit was needed to facilitate training of the peer speakers; therefore, the manual was designed to be a peer presentation kit for seniors making presentations on elder abuse. Professionals have used it also.

The manual, which can be used across Canada, covers objectives, resources needed, definitions and types of elder abuse, signs and symptoms, victim and abuser profiles, causes of elder abuse, where elder abuse occurs, prevention, and community resources. Other sections include a bibliography, references, pamphlets and handouts, evaluation and overheads.

## Language:

English

## Communication plan:

The manual has been distributed to interested peer volunteers at training workshops. Advertisements for the manual have been placed in newsletters and it can be purchased for $50.00 (manual and overhead transparencies, but not the flip charts).

## Evaluations:

An evaluation form was included in the manual, but no formal written evaluation has been conducted to date. During production, the manual was reviewed and critiqued by seniors. Positive feedback has been received from peers and professionals.

## Organizations that used it:

Not known.

# MANITOBA — Winnipeg

PEER SUPPORT VOLUNTEER TRAINING PROGRAM: Trainer's Manual
(Reprint, 1994: Abuse of Older Adults:
A Training Program for Seniors Advocates)

## Produced by:

Elder Abuse Resource Centre
Age and Opportunity Inc.
2nd floor, 283 Portage Avenue
Winnipeg, MB
R3B 2B5
Phone: (204) 956–6449
Fax: (204) 946–5667
Contact: Maria Wasylkewycz

## Date produced:

1992 (reprinted in 1994)

## Funded by:

Thomas Sill Foundation, The Winnipeg Foundation, Family Services/Family Dispute Services, Health and Welfare Canada—Seniors Independence Project

## Description:

Prior to the creation of the manual, there was a team of core volunteers at the Elder Abuse Resource Centre. The Centre provides services to seniors, and wished to extend those services through its volunteer program. An education committee determined that a training manual was needed.

The manual is designed to train peer support volunteers for the Elder Abuse Resource Centre. Sections covered include Victimization of Older Adults and Peer Support, Combatting Ageism, Communication, Helping Victims of Elder Abuse, Helping Older Victims of Crime, Victimization of Older Adults and the Justice System, Older Adults and Chemical Abuse, and Coping with Caring. It was produced specifically for peer support volunteers at the Elder Abuse Resource Centre.

## Language:

English

## Communication plan:

None

## Evaluations:

None

## Organizations that used it:

1. Elder Abuse Resource Centre
   Age and Opportunity Manitoba
   2nd Floor, 283 Portage Avenue
   Winnipeg, MB
   R3B 2B5
   Phone: (204) 956–6449
   Fax: (204) 946–5661
   Contact: Maria Wasylkewycz

The Elder Abuse Resource Centre began as part of a three-year project (1990–1993) established to provide services to those experiencing abuse and to their families. The project was funded by the Thomas Sill Foundation, The Winnipeg Foundation, Family Services/Family Dispute Services, and Health and Welfare Canada's Seniors Independence Project. Services included individual and group counselling, information and referral, advocacy, public information and awareness, and professional training and consul-

## PEER SUPPORT VOLUNTEER TRAINING PROGRAM: Trainer's Manual (Reprint, 1994: Abuse of Older Adults: A Training Program for Seniors Advocates) (cont.)

tation. Currently, the Resource Centre has been reintegrated with Age & Opportunity, a group of seniors and other committed persons. Services include development and provision of services, community education, advocacy for appropriate policy and program development on behalf of seniors, and providing opportunities for seniors, including enhancing and sharing their skills.

The manual was used in workshops with volunteers in the program. When the manual was developed, there was an education and volunteer coordinator to administer the workshops and training. Since reintegration, the peer support volunteer program is not part of the Resource Centre. The manual is not currently being used by the Centre.

2. Elderly Adult Resource Services (EARS)
Catholic Social Services
8212 118th Avenue
Edmonton, AB
T5B 0S3
Phone: (403) 451–9243
Contact: Lori Therrien

EARS was created in 1989 by the Edmonton Women's Shelter and Catholic Social Services. The organization is an assessment, evaluation, and referral agency that operates on a team basis comprising police services and community services. Services of EARS include fielding inquiries, providing community resources and workshops, and advocacy. The manual is on hand as reference material.

## ABUSE OF THE ELDERLY: A Guide for the Development of Protocols

### Produced by:

Interdepartmental Working Group on Elder Abuse and Manitoba Seniors Directorate, Province of Manitoba
822–155 Carleton Street
Winnipeg, MB
R3C 3H8
Phone: (204) 945–2127
Fax: (204) 948–2514
Contact: Cathy Yurkowski, Executive Director

### Date produced:

1993

### Funded by:

Seniors Directorate, Province of Manitoba

### Description:

In 1990, consultations on elder abuse revealed that more information was needed on elder abuse. Communities were seeking information on how to coordinate services. The guide was developed by the Interdepartmental Working Group whose members included the Manitoba Seniors Directorate (Chair); Manitoba Health—Continuing Care Programs Division, Home Care Branch, Women's Health Branch, Manitoba Council on Aging; Manitoba Justice—Public Prosecutions Branch, Public Trustee's Office and Office of the Chief Medical Examiner; and Manitoba Family Services—Family Dispute Services Branch. Feedback on the initial draft was solicited from a variety of service and seniors organizations.

The guide is intended for professionals and service providers working with Manitoba seniors. It is intended as a generic approach to elder abuse, which may facilitate the achievement of some consistency in the identification and response to elder abuse throughout the province.

Sections of the manual address guiding principles, definitions of abuse, indicators of abuse, development of protocols, community resources, and provincial telephone numbers.

### Language:

English and French

### Communication plan:

Copies of the manual were sent to service providers, personal care homes, Manitoba Health, hospitals, nursing stations, RCMP, and other police services in Manitoba. Copies were also sent to organizations that requested the manual.

### Evaluations:

None, but comments on the initial draft were solicited from a cross-section of service and seniors organizations.

### Organizations that used it:

1. Faculty of Nursing
   University of Manitoba
   246 Bison Building
   Winnipeg, MB
   R3T 2N2
   Phone: (204) 474–6716
   Fax: (204) 274–7682
   Contact: Pamela Hawranik, Assistant Professor

The Faculty of Nursing offers undergraduate and graduate programs in nursing. Professor Hawranik distributed the manual to students in a course on the elderly in the Baccalaureate Program for Registered Nurses. Copies of the manual were obtained from the Seniors Directorate.

## ABUSE OF THE ELDERLY: A Manual for the Development of Multidisciplinary Teams

### Produced by:
Seniors Directorate
822–155 Carleton Street
Winnipeg, MB
R3C 3H8
Phone: (204) 945–2127
Fax: (204) 948–2514
Contact: Cathy Yurkowski, Executive Director

### Date produced:
1995

### Funded by:
Seniors Directorate, Province of Manitoba

### Description:
The manual was produced to provide a guideline for the implementation of multidisciplinary teams to address elder abuse. In 1990, consultations on elder abuse with the community revealed that more information was needed on elder abuse. Communities were seeking information on how to coordinate services.

The multidisciplinary team approach moves beyond a single discipline approach and formalizes the consultation of various professionals to respond to elder abuse. The manual is intended to be used as a resource tool for professionals working with the elderly from a multidisciplinary approach, and as an awareness tool for others. Sections provide information on developing multi-disciplinary teams, raising awareness, preparing for and conducting multidisciplinary meetings, and resource lists.

### Language:
English

### Communication plan:
The manual was sent to groups that are working with, or that are in contact with, seniors in Manitoba.

### Evaluations:
None

### Organizations that used it:
1. J. W. Crane Memorial Library
   Deer Lodge Centre
   2109 Portage Avenue
   Winnipeg, MB
   R3J 0L3
   Phone: (204) 831–2152
   Fax: (204) 888–1805
   Contact: Judy Inglis

The J. W. Crane Memorial Library is housed in Deer Lodge Centre, a long-term care facility in Winnipeg. The library serves as a resource centre for Deer Lodge, Riverview Health Centre (Winnipeg) and for nursing homes across the province of Manitoba. The manual is part of the library's collection and was ordered through the producer.

# MANITOBA — Selkirk

## UNDERSTANDING AND COUNSELLING THE ABUSED OLDER PERSON

### Produced by:

Nova House Women's Shelter
Box 337
Selkirk, MB
R1A 2B3
Phone: (204) 482–7882
Fax: (204) 482–8483
Contact: Waltraud Grieger

### Date produced:

1995. There have been two reprintings since the original in 1995. The manual is available upon request.

### Funded by:

Health Canada, Family Violence Prevention Division

### Description:

It was determined that there was more information needed for front-line staff working with the elderly to highlight the uniqueness of the older woman's experience.

The manual is a guide for front-line staff counselling abused older persons. The manual contains seven modules. Areas covered include attitudes, cultural considerations, myths and facts, counselling, and intervention. Included are appendices, overhead transparencies, and videos. The manual is part of a kit with two other manuals produced by Nova House.

### Language:

English and French

### Communication plan:

The manual was sent to all shelters and organizations working with the elderly in Canada and the United States.

### Evaluations:

None, but ongoing feedback has been received.

### Organizations that used it:

1. Nova House Women's Shelter
   Box 337
   Selkirk, MB
   R1A 2B3
   Phone: (204) 482–7882
   Fax: (204) 482–8483
   Contact: Waltraud Grieger, Executive Director

The manual is used at Nova House for its paid and volunteer staff. Workshops have been conducted at other shelters.

2. Elderly Adult Resource Services (EARS)
   Catholic Social Services
   8212 118th Avenue
   Edmonton, AB
   T5B 0S3
   Phone: (403) 451–9243
   Contact: Lori Therrien

EARS was created in 1989 by the Edmonton Women's Shelter and Catholic Social Services. The organization is an assessment, evaluation, and referral agency that operates on a team basis comprising police services and community

## UNDERSTANDING AND COUNSELLING THE ABUSED OLDER PERSON (cont.)

services. Services of EARS include fielding inquiries, providing community resources and workshops, and advocacy. The manual is on hand for self-study training and is used in peer support training.

3. Transition House Association
81 Prince Street
Charlottetown, PE
C1A 4R3
Phone: (902) 894–3354
Fax: (902) 682–8718
Contact: Joanne Ings, Executive Director

The Transition House Association is a provincial association that oversees one emergency shelter and three second-stage housing facilities in the province. The Association provides information and support groups, and integrated programs for women and children. The manual is used in meetings with shelter staff and is kept on hand as a resource. The manual was sent to the Association by Nova House.

## SHELTER SUPPORT GROUPS FOR ABUSED OLDER WOMEN

### Produced by:

Nova House Women's Shelter
Box 337
Selkirk, MB
R1A 2B3
Phone: (204) 482–7882
Fax: (204) 482–8483
Contact: Waltraud Grieger, Executive Director

### Date produced:

1995

### Funded by:

Health Canada, Family Violence Prevention Division

### Description:

Gaps in the knowledge for facilitators of support groups were identified. This manual is designed for facilitators of support groups for abused older women. The manual is part of a kit with two other manuals produced by Nova House.

### Language:

English and French

### Communication plan:

The manual was sent to all shelters and organizations working with the elderly in Canada and the United States. There have been three printings since the original in 1995. The manual is available upon request.

### Evaluations:

None, but there is ongoing feedback.

### Organizations that used it:

1. Nova House Women's Shelter
   Box 337
   Selkirk, MB
   R1A 2B3
   Phone: (204) 482–7882
   Fax: (204) 482–8483
   Contact: Waltraud Grieger, Executive Director

Nova House is a short-term shelter for abused women. The manual is used in the shelter as a guide for facilitators leading support groups.

2. Elder Abuse Resource Centre
   Age & Opportunity Manitoba
   2nd Floor, 283 Portage Avenue
   Winnipeg, MB
   R3B 2B5
   Phone: (204) 956–6449
   Fax: (204) 946–5667
   Contact: Maria Wasylkewycz

The manual has been used by the Elder Abuse Resource Centre for doing support groups with older women. The manual is on hand as reference material. The manual was sent to the Elder Abuse Resource Centre by Nova House (Selkirk, MB).

## INTERDISCIPLINARY PERSPECTIVES: Interventions for Older Victims of Abuse

### Produced by:

Nova House Women's Shelter
Box 337
Selkirk, MB
R1A 2B3
Phone: (204) 482–7882
Fax: (204) 482–8483
Contact: Waltraud Grieger, Executive Director

### Date produced:

1995

### Manual funded by:

Health Canada, Family Violence Prevention Division

### Description:

The manual, part of a kit with two other manuals produced by Nova House, is a guide for putting together interdisciplinary teams to address elder abuse. Areas covered include intervening as a community, adult protection legislation, and police intervention.

### Language:

English and French

### Communication plan:

The manual was sent to all shelters and organizations working with the elderly in Canada and the United States. There have been three printings since the original in 1995. The manual is available upon request.

### Evaluations:

None, but there has been ongoing feedback.

### Organizations that used it:

1. Elder Abuse Resource Centre (EARC)
   Age & Opportunity Manitoba
   2nd Floor, 283 Portage Avenue
   Winnipeg, MB
   R3B 2B5
   Phone: (204) 946–6449
   Fax: (204) 946–5667
   Contact: Maria Wasylkewycz

EARC began as part of a three-year project (1990–1993) established to provide services to those experiencing abuse and to their families. The project was funded by the Thomas Sill Foundation, the Winnipeg Foundation, Family Services/Family Dispute Services, and Health and Welfare Canada's Seniors Independence Project. Services included individual and group counselling, information and referral, advocacy, public information and awareness, and professional training and consultation. Currently, the Resource Centre has been reintegrated with Age & Opportunity, a group of seniors and other committed persons. Services include development and provision of services, community education, advocacy for appropriate policy and program development on behalf of seniors, provision of opportunities for seniors, including enhancing and sharing their skills.

The manual has been used in support groups at the Resource Centre and is kept on hand as a resource. The manual was sent to EARC by Nova House.

# SASKATCHEWAN — Regina

## ELDER ABUSE AWARENESS MODULE: A Multidisciplinary Training Manual

### Produced by:

Seniors Education Centre
Elder Abuse Prevention Project
University of Regina
3737 Wascana Parkway
Regina, SK
S4S 0A2
Phone: (306) 585–5859
Fax: (306) 585–5736
Contact: Don King

### Date produced:

Original version produced in 1992 and supplement in 1996.

### Funded by:

Health Canada, Family Violence Prevention
Seniors Independence Program
New Horizons
Saskatchewan Seniors Secretariat
Saskatchewan Family Foundation
Seniors University Group Inc.
Saskatchewan Justice Centre

### Description:

Abuse of the elderly was an area of need identified by seniors and by researchers from the Centre. Consultations with community members and the results of a needs assessment undertaken by the Centre revealed the necessity for this type of manual. Targeting issues of violence against the elderly is one of the mandates of the Centre. An extensive project designed to raise awareness of elder abuse issues and to increase resource networks and partnerships provided a series of workshops from which the manual was produced. Several communities, including Aboriginal groups, were involved in this initial project.

This module combines information on how to organize and present a workshop with information on elder abuse. The original audience consisted of seniors and educators.

The abuse component includes definitions of abuse, the victims of elder abuse, the signs and symptoms of abuse, risk factors, and means of intervention and prevention.

A profile of abusers and a discussion of the cycle of violence is provided. Abuse disclosures and responses to these disclosures are discussed. Means of increasing the visibility of this issue are considered. Group activities are outlined and handouts and overhead transparencies are available. A questionnaire that can be used to evaluate the workshop and a list of resources for more information on elder abuse are included. The manual is culturally sensitive to the Aboriginal community.

## Supplement to Elder Abuse Module

### Description:

This supplement presents a summary of the legal response to elder abuse in Saskatchewan, statistical information on elder abuse and human resources in Saskatchewan relating to elder abuse.

### Language:

English and French

## Communication plan:

A listing of the Seniors Education Centre publications is circulated to university faculty and community individuals working on seniors' issues. The Centre provides copies of the manual upon request. Saskatchewan Justice, one of the funders of the manual, also distributed some manuals.

## Evaluations:

Evaluations of the workshops are built into the manual. Individuals taking part in the workshop complete an evaluation as part of their participation.

## Organizations that used it:

1. VON Prairie Branch
   Co-op
   Lower Level 500
   1st Avenue NW
   Moose Jaw, SK
   S6H 3M5
   Phone: (306) 693–4221
   Fax: (306) 692–4311
   Contact: Allyson Carr

Portions of the manual are used by VON to train workers. The manual was distributed to all VON branches by the National VON office.

2. Saskatchewan Health Resource
   Centre
   3475 Albert Street
   Regina, SK
   S4S 6X6
   Phone: (306) 787–3223
   Fax: (306) 787–3823
   Contact: Lynn Kozun

The manual is used as a library resource book.

3. Saskatchewan Social Services
   Resource Centre
   1920 Broad Street
   Regina, SK
   S4P 3V6
   Phone: (306) 787–3680
   Fax: (306) 787–3441
   Contact: Muriel Griffiths

The manual is used as a library resource, predominantly by social workers. This manual was acquired through the violence prevention work and activities that the staff are involved in.

4. Seniors' Education Centre
   University of Regina
   Gallery Building
   Regina, SK
   S4S 0A2
   Phone: (306) 585–5818
   Fax: (306) 585–5736
   Contact: Don King

The manual is used directly to instruct seniors, with the belief that prevention can be achieved through education. Researchers from the Centre have been the workshop presenters. It has also been presented over television for distance education with the use of complementary videos: "Heart of the Matter" and "We Can Find Our Own Way." It was acquired through the author who worked at the Centre.

5. Third Age Centre
   St. Thomas University
   845 Montgomery Street
   Fredericton, NB
   E3B 5G3
   Phone: (506) 452–0526
   Fax: (506) 460–0330
   Contact: Dorothy McKeracher

The manual is used as a library reference.

## ELDER ABUSE AWARENESS MODULE: A Multidisciplinary Training Manual (cont.)

6. Kingston-Frontenac Elder Abuse Task Force
   175 Rideau Street
   Kingston, ON
   K7K 3H6
   Phone: (613) 542–0430
   Fax: (613) 531–9107
   Contact Person: Raeann Rideout, Coordinator

The manual is used for preparing workshops and presentations, and for referring cases of abuse. Information about the manual was acquired at conferences, by a mail-out advertisement, and through word of mouth.

7. Centre for Research on Violence Against Women and Children
   The University of Western Ontario
   University College
   Room 101
   London, ON
   N6A 4K8
   Phone: (519) 661–4040
   Fax: (519) 858–3491
   Contact: Nora Shanahan

The Centre, housed at the University of Western Ontario, is a collaboration of Fanshawe College, the London Coordinating Committee to End Woman Abuse, and the University of Western Ontario. It is also part of the alliance of five research centres on family violence across Canada. The manual is on hand as a resource.

8. Faculty of Nursing
   246 Bison Building
   University of Manitoba
   Winnipeg, MB
   R3T 2N2
   Phone: (204) 474–7452
   Fax: (204) 275–5464
   Contact: Pamela Hawranik, Assistant Professor

The Faculty of Nursing offers undergraduate and graduate programs in nursing. Professor Hawranik uses the cases in the module as a basis for discussions on elder abuse.

9. Alzheimer Society of Newfoundland and Labrador
   Suite 1218, 12th Floor, Southcott Hall
   100 Forest Road
   St. John's, NF
   A1A 1E5
   Phone: (709) 576–0608
   Fax: (709) 576–0798
   Contact: Shirley Lucas, Executive Director

The Alzheimer Society is a charitable organization that provides services to families and caregivers, and support groups for families of persons with Alzheimer's.

10. J. W. Crane Memorial Library
    Deer Lodge Centre
    2109 Portage Avenue
    Winnipeg, MB
    R3J 0L3
    Phone: (204) 831–2152
    Fax: (204) 888–1805
    Contact: Judy Inglis

The J. W. Crane Memorial Library is housed in Deer Lodge Centre, a long-term care facility in Winnipeg. The library serves as a resource centre for Deer Lodge, Riverview Health Centre (Winnipeg) and nursing homes across Manitoba. The manual is part of the library's collection and was ordered through the producer.

ELDER ABUSE AWARENESS MODULE: A Multidisciplinary Training Manual (cont.)

11. Elderly Adult Resource Services (EARS)
Catholic Social Services
8212 118th Avenue
Edmonton, AB
T5B 0S3
Phone: (403) 451–9243
Contact: Lori Therrien

EARS was created in 1989 by the Edmonton Women's Shelter and Catholic Social Services. The organization is an assessment, evaluation, and referral agency that operates on a team basis and that comprises police services and community services. Services of EARS include fielding inquiries, community resources, workshops, and advocacy. The manual is on hand as reference material.

12. Avalon Health Care Institutions Board
Placentia Health Centre
P.O. Box 480
Placentia, NF
A0B 2Y0
Phone: (709) 227–4106
Fax: (709) 227–5476
Contact: Kista Wells, Social Worker

This manual is on hand as a library resource for staff. It was obtained by a former staff member.

# SASKATCHEWAN — Saskatoon

## PROTOCOL FOR RESPONDING TO THE ABUSE OF THE ELDERLY

### Produced by:

Saskatoon Committee on the Abuse of the Elderly (under the auspices of the Saskatoon Council on Aging)
109 3rd Avenue N.
Saskatoon, SK
S7K 2H4
Phone: (306) 652–2255
Fax: (306) 652–7525
Contact: Jean Nahachewsky

### Date produced:

1994

### Funded by:

Provincial Social Services Department, Saskatoon District Health, Provincial Justice Department, Health Canada

### Description:

A Protocol Subcommittee comprising representatives from geriatric assessment, hospitals, crisis intervention, personal care homes, home care, community clinics, seniors programs, and the Saskatoon Council on Aging developed the protocol because a specific referral and outreach capacity for cases of elder abuse in the city was needed. The protocol was produced for all caregivers in Saskatoon, but the guidelines can be modified elsewhere, particularly in areas with a mobile crisis intervention system.

The protocol covers definitions, guiding principles, intake, assessment and intervention, and legal matters. Decision trees are provided to assist staff. The protocol is being updated.

### Language:

English

### Communication plan:

The protocol was circulated to all committee members who took the material to their respective organizations.

### Evaluations:

None

### Organizations that used it:

1. Saskatoon Crisis Intervention Service
   1410 20th Street W.
   Saskatoon SK
   S7M 0Z4
   Phone: (306) 933–6200
   Fax: (306) 664–1974
   Contact: Bob Sims, Director

The protocol is used informally in the organization to assist crisis intervention staff in cases of elder abuse. Brief training was provided at staff meetings, and the protocol is referred to as needed. The Saskatoon Crisis Intervention Service was involved in the production of the protocol.

# SASKATCHEWAN — Multi-Site

**INSTITUTIONAL ABUSE PREVENTION TRAINING MANUAL: Working to Establish Dignity for All (Prévention de mauvais traitements en établissement : Manuel de formation pour établir la dignité de tous)**

## Produced by:

Institutional Abuse Prevention Project:
Inter-hospital Domestic Violence Committee
1445 Park Street
Regina, SK
S4N 4C5
Phone: (306) 347–5525 / (306) 766–7453
Fax: (306) 347–5904
Contact: John Carter, Director of Education, Saskatchewan Association of Health Organizations

## Date produced:

March 1995

## Funded by:

Family Violence Prevention Division Health Canada

## Description:

The manual examines the problem of abuse in elder care facilities. It examines the issue of control from the caregiver's perspective. Strategies for abuse prevention are introduced. Video cassettes are available as a supplement to the manual.

The program contains six modules:

1. Understanding Abuse
2. Who Has the Problem
3. Issue of Control
4. Understanding Care Givers
5. Reporting Abuse
6. Strategies for Prevention

Appendixes on case studies, evaluation, resources

This project was an offshoot of a domestic violence project. It was discovered that there was little training or research in the area of institutional abuse of the elderly, especially information for family members about institutional abuse, and therefore, this manual was produced to fill that gap.

## Language:

English and French

## Communication plan:

Ten copies of the manual were sent to every province's health association. It was advertised in *The Canadian Nurse* and offered for a minimal fee. Within Saskatchewan, it was sent to every special care home, all nursing homes and all health centres. There were 10 pilots/workshops run in a Train-the-Trainer format. These were held in North Battleford, Prince Albert, Saskatoon, Regina and Yellowknife. It was republished and is now available for $50.00.

## Evaluations:

There were informal evaluations conducted at each workshop site and the results were compiled into a final report that was submitted to Health Canada. The evaluation report concluded that following the training, participants were more open in admitting abusive situations within their facility. They also saw a greater need to examine the issue of abuse, learn what it is, and how to identify, intervene and report it. After training, participants saw a greater need for education on several issues: abuse, how to

**INSTITUTIONAL ABUSE PREVENTION TRAINING MANUAL: Working to Establish Dignity for All (Prévention de mauvais traitements en établissement : Manuel de formation pour établir la dignité de tous) (cont.)**

manage stress, how to work with cognitively impaired and "aggressive" behaviour.

## Organizations that used it:

1. Golden Door Geriatric Centre
   1679 Pembina Highway
   Winnipeg, MB
   R3T 2G6
   Phone: (204) 269–6308
   Fax: (204) 275–3185
   Contact: Karen Kidd, Educational Director

2. North Renfrew Long Term Care Services Inc.
   47 Ridge Road
   Deep River, ON
   K0J 1P0
   Phone: (613) 584–1900
   Fax: (613) 584–9183
   Contact: Ann Aitkens, Administrator

This is a non-profit, charitable service. It provides services to seniors in the form of Meals on Wheels, community outreach, day programs, diner's club, and a host of other services.

The manual was used in two ways: to run mandatory in-service sessions for all workers at the agency and to develop a draft policy around abuse issues. This is the first year using it. The service ordered the manual.

3. New Brunswick Health Care Association
   861 Woodstock Road
   Fredericton, NB
   E3B 7R7
   Phone: (506) 451–0750
   Fax: (506) 451–0760
   Contact: Michel Poirier, Executive Director

The French manual is used as a library resource. It was acquired by Health Canada via a circulation to hospital corporations in Canada.

4. J. W. Crane Memorial Library
   Deer Lodge Centre
   2109 Portage Avenue
   Winnipeg, MB
   R3J 0L3
   Phone: (204) 831–2152
   Fax: (204) 888–1805
   Contact: Judy Inglis

The J. W. Crane Memorial Library is housed in Deer Lodge Centre, a long-term care facility in Winnipeg. The library serves as a resource centre for Deer Lodge, Riverview Health Centre (Winnipeg) and nursing homes across Manitoba. The manual is part of the library's collection and was ordered through the producer.

5. Haldimand-Norfolk Project on the Abuse of Older Canadians
   Site V, Box 36
   RR3
   Port Dover, ON
   N0A 1N3
   Phone: (519) 583–2281
   Fax: (519) 583–0779
   Contact: Joanne Preston

## INSTITUTIONAL ABUSE PREVENTION TRAINING MANUAL: Working to Establish Dignity for All (Prévention de mauvais traitements en établissement : Manuel de formation pour établir la dignité de tous) (cont.)

The manual has been used in workshops in residential settings and professional activities in Ontario. The content varies depending on the audience and length of the presentation/workshop. The manual was obtained from a committee member.

# ALBERTA — Calgary

## GOLDEN YEARS—HIDDEN FEARS: A Handbook for Front Line Helpers Working with Seniors

### Produced by:

Kerby Centre
1133 7th Avenue SW
Calgary, AB
T2P 1B2
Phone: (403) 265–0661
Fax: (403) 264–7047
Contact: Patricia Allen, CEO

### Date produced:

1997

### Funded by:

Kerby Centre, Samuel and Sadie Bronfman Foundation, CNIB, Health Canada, Match Solutions—City of Calgary, Merck Frosst Canada Ltd., Mother Theresa Schoolchildren, and Lynn and John Thomson

### Description:

It was felt that many front-line helpers may not have a supervisor or other resource to consult if elder abuse is suspected. The manual was intended to be a resource for any person working with the elderly. From 1993 to 1995, a descriptive research study was conducted for Health Canada. The project, named Synergy II, explored the demographics and incidence of elder abuse in Calgary. As a result of the study, the handbook was created and a shelter for abused seniors is being built.

The manual is a guide for any front-line helpers, paid and volunteer, professional and semi-professional, who work with the elderly. In plain language, the manual provides guidelines for dealing with elder abuse. Part A includes definitions and theories of abuse, the cycle of violence, characteristics of abusers and the abused, barriers to disclosure, the judicial system and rural versus urban issues. Part B covers intervention protocols, models of intervention, cross-cultural considerations and local agencies.

### Language:

The manual is published in English, but pamphlets on elder abuse are being produced for other cultural groups (Chinese, Arabic, Spanish, Vietnamese, Gujarati, Hindi, Punjabi, Croatian, Russian, Serbian and Slovak).

### Communication plan:

Advertisements for the manual were sent to service providers across Canada working with the elderly (including public health offices, schools of social work, university libraries, police services). Ads were also placed in the *Kerby News*, the newsletter of the organization.

### Evaluations:

None

## Organizations that used it:

1. Kerby Centre
   1133 7th Avenue SW
   Calgary, AB
   T2P 1B2
   Phone: (403) 265–0661
   Fax: (403) 264–7047
   Contact: Patricia Allen, CEO

Workshops based on the manual are conducted for various organizations in the community by and for staff at Kerby Centre.

The Kerby Centre is a multi-service centre for seniors and is currently celebrating its 25th year of operation. Services include social work, housing, information, programs for seniors, a resource centre for the aging and their families, a volunteer program, adult day program and health centre. A newspaper, *Kerby News,* is also published by the Centre with a readership of approximately 100 000. The Centre has over 5 000 paid members and an estimated usership of 25 000.

2. Calgary Regional Health Authority
   Calgary Health Services
   1920 14th Avenue N.W.
   Calgary, AB
   T2N 1M5
   Phone: (403) 282–1612
   Fax: (403) 282–0399
   Contact: Joan Embry, Public Health Nurse

Staff are sent to workshops at the Kerby Centre, but there is no formal use of manual within the organization. The manual is on hand as reference material. It was obtained from the Kerby Centre.

3. Seniors Health Line
   Capital Health Authority
   Suite 406 10216 124th Street
   Edmonton, AB
   T5N 4A3
   Phone: (403) 496–8000
   Fax: (403) 496–7557
   Contact: Micheline Neville, Coordinator, Seniors Health Line ((403) 496–7535)

This 24-hour information and referral service for seniors in the Edmonton area has the manual on hand as a reference and it has been circulated to the paid staff of the Health Line (nurses, social workers, family studies backgrounds) for review. The manual was obtained from the Kerby Centre.

# ALBERTA — Edmonton

## CARE WEST ABUSE AWARENESS MANUAL

### Produced by:

Care West Alberta
1070 McDougall Road N.E.
Edmonton, AB
T2E 7Z2
Phone: (403) 267–2940
Fax: (403) 267–2968
Contact: Veronica Scott

### Date produced:

1992

### Funded by:

Care West Alberta

### Description:

The manual includes a comprehensive policy on abuse and zero tolerance for staff, volunteers, residents, and visitors. The manual includes a section on orientation for new staff and a general section on abuse that applies to all staff, volunteers, residents, and visitors. A video is also available. Its goal is to increase public and staff awareness, and to provide a comprehensive guide on elder abuse for the staff and residents of Care West facilities. Focus groups were conducted as part of the communication plan.

### Language:

English

### Communication plan:

The manual is used at Care West's five sites as part of new staff orientation for nurses and other health care professionals, maintenance staff, information and technical services, and any volunteers. It is also used as a monitoring tool for the identification and reporting of abuse cases. Workshops were conducted. Over 140 presentations were given. With the passage of the *Protection of Persons in Care Act* (Jan. 1998), pamphlets updating the policy are being distributed to staff, residents and their families, and will be appended to the manual. In-services on the new legislation are forthcoming, as is a revised version of the manual.

### Evaluations:

None

### Organizations that used it:

1. Sarcee Nursing Home (Care West)
   3504 29th Street SW
   Calgary, AB
   T3E 2L3
   Phone: (403) 686–8100
   Fax: (403) 686–8104
   Contact: Bev Rosia, Program Leader

Sarcee Nursing Home is one of Care West's facilities. Care West is a public organization that oversees five nursing homes in the Calgary area. Services offered include a long-term care facility, programs for capable seniors, dementia services and services, for the brain injured and for adults in transition (adults who are having difficulty managing at home). Currently, an alternative living for seniors is under construction. The facility will house seniors' apartments and a care unit on the main level.

# ALBERTA — Lethbridge

## ELDER ABUSE EDUCATION PROJECT: A Teaching Kit on Elder Abuse

### Produced by:

Lethbridge Community College
Seniors Studies Program and Public Legal Education Program
3000 College Drive South
Lethbridge, AB
T1K 1L6
Phone: (403) 320–3346
Fax: (403) 380–3450
Contact: Gloria Cormican, Program Administrator, Seniors Studies; Paul Gerhart, Program Administrator

### Date produced:

1997

### Funded by:

Alberta Law Foundation

### Description:

The manual was produced for staff working with the elderly, support persons, resource centres, and for seniors themselves. It was created at the request of seniors who would like current legal information on elder abuse, especially financial abuse. The kit is designed to increase awareness of what constitutes abuse and where the potential for abuse exists.

The kit contains a manual and a 24-minute video, "When the Line is Crossed...Elder abuse: How Does it Start & What Can We do to Stop it?" The manual has an introduction, an orientation section, a guide for leaders, resources for presenters, a script of the video, overhead transparencies, list of agencies, handouts. Included in the kit is a publication by the Canadian Association on Gerontology, *Abuse and Neglect of Older Canadians*.

### Language:

English

### Communication plan:

An advisory committee consisting of local police, lawyers, health care workers, representatives from the office of the public guardian, and financial, home care and social workers was created. Approximately 20 kits have been distributed for review and feedback.

Kits were sent to members of the Advisory Committee, which included representatives from the Crown's office, a private care home, psychogeriatrics, police services, academia, finance, health care, and seniors services. Copies were also sent to some members of the Public Legal Education Network of Alberta (PLENA), and others who provided materials for the kit. The manual can be adapted to other provinces. The resource list, bibliography, and list of agencies are available on disk to facilitate updates. Order forms have been distributed and responses have been received from across the country. The video is $65.00 and the kit (manual and video) is $100.00.

### Evaluations:

Not known.

## ELDER ABUSE EDUCATION PROJECT: A Teaching Kit on Elder Abuse (cont.)

### Organizations that used manual:

1. Elderly Adult Resource Services (EARS)
   Catholic Social Services
   8212 118th Avenue
   Edmonton, AB
   T5B 0S3
   Phone: (403) 471–1122
   Fax: (403) 479–2579
   Contact: Lori Therrien

EARS was created in 1989 by the Edmonton Women's Shelter and Catholic Social Services. The organization is an assessment, evaluation, and referral agency that operates on a team basis and that comprises police services and community services. Services of EARS include fielding inquiries, providing community resources and workshops, and advocacy. The manual is on hand as reference material.

# BRITISH COLUMBIA — Victoria

## A GUIDE TO ENHANCING SERVICES FOR ABUSED OLDER CANADIANS

### Produced by:

University of Victoria
School of Nursing
P.O. Box 1700
Victoria, BC
V8W 2Y2
Phone: (250) 721–7966
Fax: (250) 721–6231
Contact: Dr. Elaine Gallagher

### Date produced:

1995

### Funded by:

Health Canada, Family Violence Prevention Division

### Description:

The manual covers issues of detection of abuse, such as the signs that might signal abusive situations. It covers interventions and possible means of preventing abuse. Further, the manual provides some theory on the occurrence of abuse. This theory allows for consideration of means of abuse prevention and intervention. The myths of elder abuse are challenged and replaced with facts. Some workshops based on the manual have resulted in disclosures of abuse from participants.

The manual stemmed from a national project sponsored by an interministerial committee on elder abuse. The project undertook a study of five regions, including consultation and a review of their agency records. Six workshops were conducted within these agencies based on the manual.

The manual was intended for service providers and educators in elder abuse. In addition, lawyers have been using material from the manual.

### Language:

English

### Communication plan:

All agencies that participated in the original project received a copy of the manual. All who participated in the first six workshops based on the manual received a copy. In total, 2 000 copies were distributed to agencies, government offices, and individuals, and others were requested. Five hundred additional copies were printed to meet demands.

### Evaluations:

There were evaluations of the six workshops based on the manual. These evaluations included content, presentation, resources, and meals. They also assessed whether the workshop was seen as helpful.

## Organizations that used it:

1. Gerontology Research Centre
   Simon Fraser University at
   Harbour Centre
   2800–515 W. Hastings Street
   Vancouver, BC
   V6B 5K3
   Phone: (604) 291–5062
   Fax: (604) 291–5060
   Contacts: Suzanne Tredwell (604) 291–5064,
   Charmaine Spencer
   (604) 291–5047

The Centre uses the manual as a library resource. It has also been used by Ms. Spencer and students for presentations to the elderly. It was obtained from colleagues and/or community contacts.

2. Centre on Aging, University of
   Manitoba
   338 Isbister Building
   Winnipeg, MB
   R2H 1Y6
   Phone: (204) 474–8754
   Fax: (204) 474–7576
   Contact: Catherine Jacob

A presentation on the manual was given in Winnipeg, and numerous copies were given to the Centre as a library resource. The manual is included in the Centre's publications list.

3. VON Winnipeg/Manitoba
   2835 Victoria Avenue
   Brandon, MB
   R7B 0N3
   Phone: (204) 726–4785
   Fax: (204) 726–4838
   Contact: Judy Robertson

This organization provides home care services to patients in Manitoba. It uses this manual as a library resource.

4. Faculty of Nursing
   246 Bison Building
   University of Manitoba
   Winnipeg, MB
   R3T 2N2
   Phone: (204) 474–7452
   Fax: (204) 275–5464
   Contact: Lorna Guse

The Faculty of Nursing offers undergraduate and graduate programs in nursing. Professor Guse has used the manual in the course "Selected Topics on Health and Aging" for definitions of abuse and for the theoretical perspectives. The course focuses on family caregiving and its relationship to elder abuse. The manual was sent to her through faculty colleagues who helped produce the manual.

5. J. W. Crane Memorial Library
   Deer Lodge Centre
   2109 Portage Avenue
   Winnipeg, MB
   R3J 0L3
   Phone: (204) 831–2152
   Fax: (204) 888–1805
   Contact: Judy Inglis

The J. W. Crane Memorial Library is housed in Deer Lodge Centre, a long-term care facility in Winnipeg. The library serves as a resource centre for Deer Lodge, Riverview Health Centre (Winnipeg) and nursing homes across Manitoba. The manual is part of the library's collection and was ordered through the producer.

## CONNECTING: Developing Community Response Networks (Manual)

### Produced by:

B.C. Coalition to Eliminate the Abuse of Seniors
333 6th Street
New Westminster, BC
V3L 3A9
Phone: (250) 337–1934
Fax: (250) 337–1936
Contact: Pearl Mackenzie

B.C. Ministry of Health
Ministry of Health Office for Seniors
1st Floor, 1515 Blanchard Street
Victoria, BC
V8W 3C8
Phone: (250) 952–1238
Fax: (250) 952–1159
Contact: Geri Hinton

### Date produced:

1994; revised 1997

### Funded by:

Health Canada
Seniors Independence Program
Family Violence Prevention Program

### Description:

A project funded by Health Canada focused on work with eight cultural communities to build a community response network that would strengthen the communities' ability to respond to abuse in their elder populations. This manual, as well as the *Guide to Legal Issues in Elder Abuse Prevention Manual*, stemmed from the resulting project report and recommendations of this work within these communities.

It is structured as a users' guide to developing community response networks on issues of elder abuse for people working in the communities, particularly service providers and seniors. It details the phases and tasks of community resource and network development around the issue of abuse of the elderly.

The manual considers the detection of abuse, including the means and tools used for this task. It covers interventions for this abuse and also discusses possible means of preventing abuse. The first manual contained the components for a three-day workshop; the revised edition has been expanded to encompass a four-day workshop.

### Language:

English

### Communication plan:

Individuals within the eight communities involved in the initial project were given manuals. Through the authors' work at North Shore Community Centre, it was made available through this Centre. The One Voice program included the manual in its kit of information on elder abuse and distributed it to groups in Canada dealing with seniors.

### Evaluations:

None, but future evaluations are being considered.

## Organizations that used it:

1. North Shore Community Services
   132 West Esplanade
   North Vancouver, BC
   V7M 1A3
   Phone: (604) 983–6822
   Fax: (604) 983–6839
   Contact: Franca Bertoncin

The centre uses the manual as a reference and has been involved in distributing the manual. It was acquired by the author who worked at the Centre.

2. Haldimand-Norfolk Project on the Abuse of Older Canadians
   Site V, Box 36
   RR 3
   Port Dover, ON
   N0A 1N3
   Phone: (519) 583–2281
   Fax: (519) 583–0779
   Contact: Joanne Preston

Currently, the Haldimand-Norfolk Project on the Abuse of Older Canadians is piloting the manual with *Connecting: A Handbook on Abuse of the Elderly*. The project received funding from the Trillium Foundation for the period of January 1998 to December 2000 to adapt the manuals to Ontario. A steering committee of non-paid caregivers, service providers and older adults was established. Permission was granted for the Haldimand-Norfolk Project to adapt the manuals and distribute them in Ontario. They will be updated by Judith Wahl to include relevant legal information for Ontario. Train-the-Trainer projects will be conducted by Pearl McKenzie (BC) and Judith Wahl (ACE). Participants in the workshops will train others in their organizations on the use of the manual. The updated manuals with material relevant to Ontario were due out in 1998.

## CONNECTING: A Handbook on Abuse of the Elderly

### Produced by:

B.C. Coalition to Eliminate the Abuse of Seniors
333 6th Street
New Westminster, BC
V3L 3A9
Phone: (604) 986–9604
Fax: (604) 515–0201
Contact: Debbie Stewart

B.C. Ministry of Health
Ministry of Health, Office for Seniors
1st Floor, 1515 Blanchard street
Victoria, BC
V8W 3C8
Phone: (250) 952–1238
Fax: (250) 952–1159
Contact: Geri Hinton

### Date produced:

1991; revised 1997

### Funded by:

BC provincial government

### Description:

The manual was produced in response to issues identified as important by a task force from the B.C. Ministry of Health. The manual was originally designed for the use of health care professionals. However, it has subsequently been used to train senior peer counsellors, and is now being used to train senior leaders and representatives of the community that are part of a planned community response network.

The 91-page handbook focuses on abuse and neglect in the elderly. It describes the dynamics of elder abuse, the appropriate manner of response to disclosures of abuse and abuse intervention measures. Prevention of elder abuse is also covered. Videos are available as part of the manual/handbook package. The handbook has continued to evolve and change with time, thus remaining relevant to the changes and needs of the community.

### Language:

English

### Communication plan:

No set distribution pattern was employed. The handbook was given out at the workshops based on the larger manual. These workshops were presented by the B.C. Coalition to Eliminate the Abuse of Seniors.

### Evaluations:

There have been evaluations of the workshops given, which have followed the handbook and/or manual. These evaluations were for internal use by the B.C. Coalition to Eliminate the Abuse of Seniors.

### Organizations that used it:

1. North Shore Community Services
   132 West Esplanade
   North Vancouver, BC
   V7M 1A3
   Phone: (604) 983–6822
   Fax: (604) 983–6839
   Contact: Franca Bertoncin

The centre uses the handbook as a reference source, which was obtained from the author.

## CONNECTING: A Handbook on Abuse of the Elderly (cont.)

2. Gerontology Research Centre
Simon Fraser University at Harbour Centre
2800, 515 W. Hastings Street
Vancouver, BC
V6B 5K3
Phone: (604) 291–5062
Fax: (604) 291–5066
Contacts: Suzanne Tredwell
Charmaine Spencer
(604) 291–5047

The Centre uses the manual as a library resource. It has also been used by Ms. Spencer and students for presentations to the elderly. It was obtained from colleagues and/or community contacts.

3. Advocacy Centre for the Elderly
(ACE)
2 Carleton Street, Suite 701
Toronto, ON
M5B 1J3
Phone: (416) 598–2656
Fax: (416) 598–7924
Contact: Judith Wahl, Executive Director

ACE provides legal services to low-income seniors, and is part of legal aid. Activities include law reform, public legal education, community development projects, client services (Toronto only). Parts of the manual are used as a resource at ACE and for public education. Judith Wahl is collaborating on a training package for CCACs in Ontario with the Ontario Association of Community Care Access Centres and the Ontario Women's Directorate.

Currently, the B.C. manual was updated for Ontario to include legislation particular to the province, and health and social services for seniors in Ontario. It was published in 1998 (May) in a Train-the-Trainer project. Pearl and Judith will be training seniors to train others. Project name: Haldimand-Norfolk Project on the Abuse of Older Adults.

4. Haldimand-Norfolk Project on the Abuse of Older Canadians
Site V, Box 36
RR 3
Port Dover, ON
N0A 1N3
Phone: (519) 583–2281
Fax: (519) 583–0779
Contact: Joanne Preston

Currently, the Haldimand-Norfolk Project on the Abuse of Older Canadians is piloting the manual with *Connecting: A Handbook on Abuse of the Elderly*. The project received funding from the Trillium Foundation for the period of January 1998 to December 2000, to adapt the *Connecting* manuals to Ontario. A steering committee of non-paid caregivers, service providers, and older adults was established. Permission was granted for the Haldimand-Norfolk Project to adapt the manuals and distribute them in Ontario. They will be updated by Judith Wahl to include relevant legal information for Ontario. Train-the-Trainer projects will be conducted by Pearl McKenzie (BC) and Judith Wahl (ACE). Participants in the workshops will train others in their organizations on the use of the manual. The updated manuals with material relevant to Ontario were due out in 1998.

## GUIDE TO LEGAL ISSUES IN ELDER ABUSE INTERVENTION

### Produced by:

B.C. Coalition to Eliminate Abuse of Seniors
333 6th Street
New Westminster, BC
V3L 3A9
Phone: (604) 986–9604
Fax: (604) 515–0201
Contact: Donna Stewart

### Date produced:

1992; revised in 1994

### Funded by:

First version: B.C. Ministry of Women's Equality Revision: Health Canada, Seniors Independence Program

### Description:

A project funded by Health Canada focused on work with eight cultural communities to build a community response network that would strengthen the communities' ability to respond to abuse in their elder populations. This manual, as well as the *Connecting: Developing Community Response Networks* manual, stemmed from the resulting project report and recommendations of this work within these communities.

This manual covers topics of advocacy for the older person, including guides for community intervention and legal liability issues. An overview of the B.C. legal system is given. The criminal justice system and the role of the police are described, with case study examples. Family law and mental competency are also covered. Several types of abuse are defined: physical, financial, verbal, emotional, and neglect. Abuse in residential care, and legal issues surrounding this situation are considered. Finally, means of putting affairs of the elderly in order, such as living wills, power of attorney, and trusteeship, are described. Resources for assistance with abuse issues are given.

The manual was originally aimed at individuals in a position of helping seniors who were being abused or who had witnessed abuse of seniors in the workplace.

### Language:

English

### Communication plan:

For the original version of the manual, the mailing list consisted of advocacy law offices, information and referral centres, and the North Shore Community Service's mailing list. Information about the manual and an order form ($50.00 per copy; $35.00 for non-profit organizations) were sent to the individuals and organizations on this list. For the revised version of the manual, those individuals that ordered the original version were sent a revised copy.

The manual was also advertised in public forums and meetings of agencies concerned with abuse of the elderly. Included among those purchasing the manual were Aboriginal bands, advocacy groups, women's groups, care agencies such as home support, and volunteers caring for seniors. Current distribution is being made through the Government of Canada, Seniors Division.

## GUIDE TO LEGAL ISSUES IN ELDER ABUSE INTERVENTION (cont.)

### Evaluations:

None

### Organizations that used it:

1. North Shore Community Services
   Capilano Mall
   935 Marine Drive
   North Vancouver, BC
   V7P 1S3
   Phone: (604) 983–6822
   Fax: (604) 983–6839
   Contact: Franca Bertoncin

The manual is used as a library resource and workers from the Centre use it in workshops as a training aid for professional workers. It was acquired from the author who is affiliated with the Centre.

# BRITISH COLUMBIA — Vancouver

## ASK THE QUESTION: A Resource Manual on Elder Abuse for Health Care Personnel

### Produced by:

British Columbia Institute on Family Violence
Suite 551, 409 Granville Street
Vancouver, BC
V6C 1T2
Phone: (604) 669–7055
Fax: (604) 669–7054
Contact: Peggy Bain, Executive Director

### Date produced:

1993

### Funded by:

British Columbia Ministry of Health,
Seniors Office

### Description:

This was a Vancouver hospital project (Health Canada) on family violence focused on identifying women at risk. It was determined that nurses and other emergency room staff should have written material to assist them with cases of elder abuse. The manual complemented this project. It is a handbook for nurses and emergency room staff, written in simple, straightforward language by a nurse who had worked in the emergency room setting.

### Language:

English

### Communication plan:

A copy was sent to all hospitals in British Columbia. Ads were sent out across Canada, and copies were sent to those hospitals/organizations requesting the manual.

### Evaluations:

A feedback form was included in the manual, but no formal evaluations have been conducted to date.

### Organizations that used it:

1. Gerontology Research Centre
   Simon Fraser University at
   Harbour Centre
   2800, 515 W. Hastings Street
   Vancouver, BC
   V6B 5K3
   Phone: (604) 291–5062
   Fax: (604) 291–5060
   Contacts: Suzanne Tredwell
   Charmaine Spencer (604) 291–5047

The Centre uses the manual as a library resource. It has also been used by Ms. Spencer and students for presentations to the elderly. It was obtained from colleagues and/or community contacts.

# MULTI-SITE

## ABUSE PREVENTION IN LONG TERM CARE (Rapport sommaire des groupes de discussion sur la prévention des mauvais traitements et de la négligence, l'intervention et la création d'un milieu de soutien et de respect dans les établissements de soins de longue durée)

### Produced by:

SCO Health Services
Elisabeth Bruyere Health Centre
43 Bruyere Street
Ottawa, ON
K1N 5C8
Phone: (613) 562–6365
Fax: (613) 562–6387
Contact: Dr. Jean Kozak, Research Department

In partnership with four regional coordinating sites:

1. St. Vincent's Hospital, Vancouver, BC
2. Riverview Health Centre, Winnipeg, MB
3. Regroupment des Trois Rives, Vaudreuil, PQ
4. Hoyles-Escasoni Complex, St. John's, NF

### Date produced:

1997 based on a 15-month study conducted in 1996–97

### Funded by:

Initial research study was funded by New Horizons, Partners in Aging, Health Canada and the Train-the-Trainer series was funded by Population Health Fund, Health Canada.

### Description:

The manual stems from a three-part project being conducted across Canada. The first part consisted of interviews with residents, staff, and families of residents receiving long-term care. The interview pertained to their experiences with abuse. The second part consisted of constructing an education package in the form of a manual. The third part, currently underway, consists of training the staff of long-term care facilities, nurses and social workers in the use of the manual, and also training them to train others within their facilities.

The manual was produced to fill a gap in the existing education material for those in long-term care. It addressed not only the workers' needs (doctors, social workers, nurses) but also the resident, volunteer, and family perspective.

This unique educational package approaches the issues of preventing abuse and neglect, and fostering a supportive and respectful environment in long-term care from the residents' perspective. It is intended to sensitize and stimulate discussion among residents, staff, family members, and volunteers, leading to a greater understanding and commitment to find solutions.

I. Two videos: "Abuse and Neglect in Long Term Care: Intervention and Prevention" and "Fostering a Supportive and Respectful Environment in Long Term Care"

ABUSE PREVENTION IN LONG TERM CARE (Rapport sommaire des groupes de discussion sur la prévention des mauvais traitements et de la négligence, l'intervention et la création d'un milieu de soutien et de respect dans les établissements de soins de longue durée) (cont.)

II. Nine discussion modules:

1. Defining Abuse and Neglect
2. Intervention
3. Residents' Rights and Responsibilities
4. Advocacy and Conflict Resolution
5. Preventing Abuse and Neglect
6. Fostering a Supportive and Respectful Environment
7. Responding to Losses and Grieving
8. Resident Empowerment
9. Effective Communication and Interactions

## Language:

English and French

## Communication plan:

In total, 200 copies (150 English and 50 French) were distributed. One was sent to each of the 100 sites that took place in the study, one was sent to each member of the 30 person research team, and 70 were sent to national organizations. The manual is housed in libraries across Canada to allow easy access. Pilot evaluations were done and revisions made, and funding was solicited for a Train-the-Trainer national program.

The Train-the-Trainer is a four-month nationwide initiative to train trainers in 43 sites across Canada in the use of the educational package. Between 500 and 800 health care professionals will be trained. The workshop is designed to train trainers and to optimize trainers' skills in educating others and acting as a resource person in their communities. At the time of writing of this report, the training workshops were well under way.

## Evaluations:

Evaluations of the workshops done in phase two of the project, and evaluations of the current workshops being conducted in phase three, involving use of the manual, are being conducted. Evaluations tend to be very positive, with participants expressing general satisfaction with the manual and workshops, stating that they feel this is a worthwhile endeavour and that the manual is a good teaching tool.

## Organizations that used it:

1. Golden Links Lodge
   2280 St. Marys Road
   Winnipeg, MB
   R2M 4A5
   Phone: (204) 257–9947
   Fax: (204) 257–2405
   Contact: Donna Jamieson, Staff Development

This long-term care facility received information on the Train-the-Trainer series. It is sending a staff member to the Train-the-Trainer workshop and will offer a training session after that.

2. Extendicare Canada Inc.
   Suite 700
   3000 Steeles Avenue East
   Markham, ON
   L3R 9W2
   Phone: (905) 470–5554
   Fax: (905) 470–5588
   Contact: Barbara Burns

ABUSE PREVENTION IN LONG TERM CARE (Rapport sommaire des groupes de discussion sur la prévention des mauvais traitements et de la négligence, l'intervention et la création d'un milieu de soutien et de respect dans les établissements de soins de longue durée) (cont.)

Extendicare Canada operates private long-term care facilities across Canada. This package was used to assist in the development of a manual developed for policy implementation in facilities. It received information about the package through the mail.

3. Central Regional Community Health Board
   143 Bennett Drive
   Gander, NF
   A1V 2E6
   Phone: (709) 256–7969
   Fax: (709) 651–3341/3556
   Contact: Millie Sargent, Nurse Manager

This organization will be a part of forthcoming Train-the-Trainer workshop in Corner Brook, NF.

4. New Brunswick Association of Nursing Homes
   197 Main Street
   Fredericton, NB
   E3A 1E1
   Phone: (506) 460–6262
   Fax: (506) 460–6253
   Contact: Vicky Knight, Education Coordinator

The French manual is used as a resource and the English one has been ordered from contact with the Elizabeth Bruyère Centre.

5. Advocacy Centre for the Elderly
   2 Carleton Street, Suite 701
   Toronto, ON
   M5B 1J3
   Phone: (416) 598–2656
   Fax: (416) 598–7924
   Contact: Judith Wahl, Executive Director

The manual is kept on hand as a resource. It has been used for consultation for clients and for speaking engagements in the community for seniors and staff, including nurses, doctors, and social workers. The Centre, a part of legal aid in Toronto, provides legal services to low-income seniors. Activities include law reform, public legal education, community development projects and client services.

6. Almage Senior Community Centre
   3030 Baldwin
   Montreal, PQ
   H1L 5B7
   Phone: (514) 355–1712
   Fax: (514) 355–0806
   Contact: Lynne-Renée Houle, Administrator

The manual is used as a library resource. It was acquired through a worker at the Centre who was on a committee with the producers of the manual.

**ABUSE PREVENTION IN LONG TERM CARE (Rapport sommaire des groupes de discussion sur la prévention des mauvais traitements et de la négligence, l'intervention et la création d'un milieu de soutien et de respect dans les établissements de soins de longue durée) (cont.)**

7. Northwest Territories Seniors Society
   Yellowknife, NT
   Phone: (867) 920–7444 or
   (800) 661–0878
   Contact: Barb Bond

The Society will be attending a Train-the-Trainer seminar hosted by the producers of the manual.

8. J. W. Crane Memorial Library
   Deer Lodge Centre
   2109 Portage Avenue
   Winnipeg, MB
   R3J 0L3
   Phone: (204) 831–2152
   Fax: (204) 888–1805
   Contact: Judy Inglis

The J. W. Crane Memorial Library is housed in Deer Lodge Centre, a long-term care facility in Winnipeg. The library serves as a resource centre for Deer Lodge, Riverview Health Centre (Winnipeg) and nursing homes across Manitoba. The manual is part of the library's collection and was ordered through the producer.

9. Placentia Health Centre
   P.O. Box 480
   Placentia, NF
   A0B 2Y0
   Phone: (709) 227–4106
   Fax: (709) 227–5476
   Contact: Krista Wells, Social Worker

Staff were trained in the Train-the-Trainer project. Staff at three long-term care facilities in the region will be trained using the manual. The manual was obtained by the regional health board at a Train-the-Trainer workshop.

## RESOURCE AND TRAINING KIT FOR SERVICE PROVIDERS: Abuse and Neglect of Older Adults (Trousse de formation et ressources à l'intention des fournisseurs de services : Mauvais traitements et négligence envers les personnes âgées)

### Produced by:

Mental Health Division, Health Canada
Family Violence Prevention Unit
Jeanne Mance Building
Ottawa, ON
K1A 1B4
Phone: (613) 957–2938; 1–800–267–1291
Fax: (613) 941–8930
TTY: 1–800–561–5643

### Date produced:

1994

### Funded by:

Mental Health Division, Health Services Directorate, Health Programs and Service Branch
Health Canada

### Description:

The resource kit was developed with an advisory group from Atlantic Canada, but the work draws on resources from across the country. It is intended for use by a variety of audiences, from service providers and professionals, to front-line workers and gatekeepers, to staff from personal care homes, and public policy-makers.

It is divided into six sections with various modules in each. It also has resource and case study sections, and a list of resource materials. The modules can be used alone or in combination with other modules in the kit.

The sections include:

1: Introduction
2: Current Canadian Context
3: Types of Abuse and Neglect
4: Identification and Assessment
5: Intervention
6: Prevention

### Language:

English and French

### Communication plan:

The training kit was one of five publications released by the Federal Family Violence Prevention Initiative in 1995. The manual was sent to a list of stakeholders across the country, including peer reviewers, health associations in each province, Health Science representatives, all advisory team members, and a sample of agencies and government departments in their respective provinces.

Five thousand copies (3 500 English and 1 500 French) were distributed through the National Clearinghouse on Family Violence. A second reprint was produced and is still available.

### Evaluations:

Extensive peer reviews were conducted in all regions across Canada before the final product was released. There was a plan developed for an in-depth evaluation, but it was never conducted. There was a regional round table on education and training, and abuse and neglect of seniors conducted in fall 1994. They discussed what work had been done on the issue, what was

RESOURCE AND TRAINING KIT FOR SERVICE PROVIDERS: Abuse and Neglect of Older Adults (Trousse de formation et ressources à l'intention des fournisseurs de services : Mauvais traitements et négligence envers les personnes âgées) (cont.)

accomplished, and what work should be done next. Round table reports were issued and recommendations were made.

## Organizations that used it:

1. Sociology Department, Université du Québec à Hull (UQAH)
   P.O. Box 1250
   Succursale B
   Hull, PQ
   J8X 3X7
   Phone: (819) 595–3900 (ext. 2264)
   Fax: (819) 595–3924

The Department made use of manual as a teaching aid for a course on the sociology of aging. Health Canada sent out a list of its publications and the University ordered a copy.

2. Department of Health and Community Services
   Office for Family and Prevention Services
   P.O. Box 5100
   Fredericton, NB
   E3B 5G8
   Phone: (506) 453–2950
   Fax: (506) 453–2082

The department uses the manual as a resource. It was received from a colleague in another department.

3. Seniors Directorate
   Province of Manitoba
   822–155 Carleton Street
   Winnipeg, MB
   R3C 3H8
   Phone: (204) 945–2127
   Fax: (204) 948–2514
   Contact: Cathy Yurkowski, Executive Director

The Seniors Directorate is a separate portfolio in the provincial government to address concerns relevant to seniors. The manual was sent to the Directorate by the producers and is kept on hand as a resource.

4. Home Care Community Services
   310 Brophy Avenue
   Summerside, PE
   C1N 5N4
   Phone: (902) 888–8440
   Fax: (902) 888–8439
   Contact: Anna Enman, RN, Adult Protection Worker

Home Care Community Services is a multidisciplinary team comprising nurses, occupational therapists, visiting homemakers, and community support staff. As part of the Queen's Region, Home Care and Housing, the mandate is to provide assessment and intervention services under the *Adult Protection Act*.

The manual has been used in staff meetings and is kept on hand as a resource. The manual was obtained by Anna Enman, a member of the Planning and Advisory Group involved in the production of the manual.

**RESOURCE AND TRAINING KIT FOR SERVICE PROVIDERS: Abuse and Neglect of Older Adults (Trousse de formation et ressources à l'intention des fournisseurs de services : Mauvais traitements et négligence envers les personnes âgées) (cont.)**

5. Centre for Research on Violence Against Women and Children
The University of Western Ontario
University College, Room 101
London, ON
N6C 3K7
Phone: (519) 661–4040
Fax: (519) 661–3491
Contact: Nora Shanahan

The Centre, housed at the University of Western Ontario, is a collaboration of Fanshawe College, the London Coordinating Committee to End Woman Abuse and the University of Western Ontario. It is also a member of the Alliance of Five Research Centres on family violence across Canada. The manual is on hand as a resource.

6. Research and Education for Seeking Solutions to End Violence and Abuse
108 Isbister Building
University of Manitoba
Winnipeg, Manitoba
R3T 2N2
Phone: (204) 474–9349
Fax: (204) 474–7686
Contact: Kelly Gorkoff

The centre has the kit in its library as a resource. It was obtained from the National Clearinghouse on Family Violence.

# RECOMMENDATIONS

## RECOMMENDATIONS FOR DISSEMINATION OF TRAINING MANUALS

Some of the most widely used manuals discussed in the report included a well-thought-out dissemination plan. Some of those tools included:

1. Sending copies to provincial and national representatives in health care. This is an effective way of using other organizations to help with the dissemination.

2. Offering comprehensive training/workshop sessions for large groups of front-line workers.

   Based on the findings in this report, we make the following recommendations for any dissemination plan:

   a. That any dissemination plan be developed prior to funding so that costs of dissemination can be worked into the funding proposal; or ensure that the funder has the ability to assist in distribution.

   b. Prior to production of the manual, intended or targeted audiences should be identified so that the manuals produced are workable and appropriate for the intended audience.

      A thorough literature review and discussion with service providers on gaps that exist in training/awareness are good ways to ensure that the manual produced is workable for the intended audience.

   c. Manuals be flexible in their design for two reasons:

      i. so that trainers can mix and match modules that will fit their needs;

      ii. so that manuals with resource lists for one province are not sent to another province where they will not be helpful.

   d. Generally, some of the more successful ways of getting the word out about manuals are:

      i. advertise on a Web site;

      ii. have media coverage or launching ceremony (include print, television, and radio);

      iii. include information in community and professional newsletters;

      iv. include information in professional journals;

      v. present at a conference;

      vi. conduct a wide-reaching mail-out campaign of flyers.

## RECOMMENDATIONS ON EVALUATION OF TRAINING/ RESOURCE MANUALS

As indicated in this report, 60 percent of the manuals were never formally evaluated. Evaluation can be a useful tool for revising and testing training manuals to ensure they are functional and effective.

Therefore, we recommend the following:

1. Work the cost of an evaluation into the funding proposal. This will ensure that one will be carried out.

2. When conducting an evaluation, contract out to an external agency that specializes in methods of evaluation.

3. When completed, send copies of the evaluation results, or an executive summary of the evaluation, with copies of the manual. This will give new buyers a comprehensive overview of the program's strengths and weaknesses. If possible, revise the manual based on the evaluation.

4. Instead of producing more manuals, conduct evaluations on those manuals that already exist.